Title | Director of Development Operations For
Children’s Specialized Hospital Foundation

Job Code | M7WX

Department | Development

Supervisor’s Title | President and CDO CSH Foundation

FLSA | Exempt

Job Classification | Director

Revised Date | 4/24/2020

Job Summary
The Director of Development Operations will report to the Chief Development Officer and will work closely with him and the Fundraising Department Directors to support all foundation development functions.

The Director of Development Operations will be responsible for Information Technology, Office Operations, and developing, implementing, and maintaining systems that ensure the successful and effective implementation of the Foundation’s annual development plan.

Essential Job Functions

Data Systems

- Database Management
- Oversee work of Database Manager, ensuring all data entry and reporting is accurate and timely and acknowledgement letters are promptly issued
- Create, update, and maintain policies and procedures for all development database systems and ensure that all policies and procedures are being followed
- Work with Development team to ensure accurate and timely entry of all data
- Train staff members on the use of Raiser’s Edge and other systems
- Create, maintain, and improve data transfer systems between Database, Finance, online fundraising, event platform, and email and communications systems
- Work with Directors to develop systems to track donor ratings, capacity, and background information
- Coordinate data sharing with other departments

Research, Prospecting, and Reporting

- Oversee the creation and maintenance of research and prospecting systems to equip front line fundraisers
- Oversee all reporting systems and processes
- Produce regular and ad-hoc reports for development and finance to ensure effective tracking and management of donations
• Create customized reports for individual team members to ensure proper tracking and follow up of donors
• Create and pull mailing and email lists
• Pull lists and properly code constituents for direct mail
• Oversee online donation processes
• Manage credit card merchant processors and PCI compliance requirements

Finance

• Oversee Finance staff and ensure proper financial management and controls for the foundation
• Coordinate and oversee all required financial compliance, audits, and government reporting

Office Management and IT

• Oversee and ensure quality of IT systems, office and computer hardware, and software
• Oversee and ensure proper maintenance, software updates, and back-ups are occurring

Leadership Team

• Attend and contribute to regular executive team strategy and coordination meetings
• Contribute to the development of the annual foundation funding plan
• Manage and oversee all Dev Ops, finance, and IT staff

Formal Education and Job-Related Experience

• Bachelor’s Degree required
• Significant previous experience in an operations role
• Track record of successful management of a team
• 5-8 years of experience with the Raiser’s Edge
• Experience with online fundraising platforms
• Experience creating systems to share information between databases
• Experience with creating and customizing reports

Education and Experience - Additional Comments

• Strategic thinker with strong analytical skills
• Experience with Raiser’s Edge, and expertise in Microsoft Office suite, especially Excel
• Team player with a can-do attitude and a passion for our shared work as an organization
• Embodiment of our organizational values of teamwork and optimism
• Demonstrated ability to effectively organize and coordinate multiple priorities
• Problem solving abilities paired with excellent judgment
• Ability to train and answer questions from non-technical users
• Attention to detail
Job Specific Contacts

- Collaborate within Foundation and Development Team
- Collaborate with CSH stakeholders as necessary

Working Environment - Additional Comments

- Typical Office Environment
- May need to attend fundraising events to support team

Job Provides Direction To

- Supports operational aspects of Foundation and Development team

Applications to be returned to:
Lori Velasco, Senior Recruiter
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