Development Operations Manager Full-Time, Exempt

About the Organization

We. Love. Public Space. At the San Francisco Parks Alliance, we work with more than 200 partner organizations, city agencies, private sector clients and everyday citizens to ensure that our treasured city parks and public spaces thrive in communities throughout San Francisco. As we expand to serve even more parks and people, we are seeking a Development Operations Manager to join our team. If you are a can-do team player, an innovative thinker and doer, and passionate about helping shape the future of public space in San Francisco, let’s talk. Parks Alliance is an equal opportunity employer and welcomes candidates of diverse backgrounds and life experiences. To apply, please send your resume and letter of interest to jobs@sfparksalliance.org with your name and this job title in the subject line.

About the Position

The Development Operations Manager oversees all aspects of the San Francisco Parks Alliance fundraising database and sets the strategy for donor data collection, input, reporting, and maintenance across the organization and all fiscally sponsored projects. Reporting to the Deputy Director of Development this position leads the organization's internal efforts to accurately maintain donor data (donations, info, interactions), ensure the integrity of data, and provide direct customer service to donors. The Development Operations Manager is supported by a Development Associate who provides administrative database support and donor customer service for the organization and fiscally sponsored projects.

The Development Operations Manager will play a key role in the upcoming transition from Raiser’s Edge to Salesforce.

Summary of Essential Job Functions

- Strengthen, maintain, and communicate organization-wide donor/CRM data entry standards and protocols
- Working with the Development Associate, ensure that donor records are updated on a regular basis
- Working with development, finance, and programs teams, ensure that donations and donor contact information are processed and acknowledged in a timely, professional and donor-centric manner
- Produce monthly and weekly development dashboards and other fundraising reports as needed
- Working with the Development Associate, conduct research on prospective donors
• Working with the development team, manage mailing lists for and track results of annual and membership appeals and outreach efforts, annual events, and multiple capital campaigns
• Manage check-in and back-end operations (such as auction, raise-the-paddle, etc.) for donor events including the annual Party for the Parks
• Steward donor data needs for annual large fiscally sponsored project events such as Shared Schoolyards, Crab Fest and Golden Gate 150 events
• Manage the organization's contracts with hosting services and vendors such as Blackbaud, Concourse, and other platforms
• Work with Finance and Administration Team to ensure accuracy in accounting, and with duties related to the annual audit
• Handle various administrative tasks associated with fundraising and support the Deputy Director of Development, Director of External Affairs, the External Affairs team, and CEO as needed

Database Transition Essential Function

• Take lead in researching, planning, educating, cleaning data to execute the transition from Raiser's Edge to Salesforce
• Set policy for External Affairs Team use of Salesforce
• Work directly with transition consultant and other SF Parks Alliance departments to complete organizational-wide transition
• Be the database architect for standard and custom reports for fundraising, marketing, and moves management

Experience and Qualifications

• 3-5 years minimum experience in nonprofit fundraising operations
• Expertise in Raiser's Edge, Luminate, Research Point/Target Analytics, Google products/platform, and common office software platforms required.
• Expertise in Salesforce, Pardot, and compatible programs and solutions
• Experience in a leadership role during a database transition
• Excellent written and verbal communication skills
• Excellent donor and customer service skills
• High level of discretion and commitment to donor confidentiality
• Valid driver's license required

Expectations:

• Passion for parks, playgrounds, and the natural world and for bringing park-related experiences to the public; high commitment to learning about San Francisco parks and public open spaces
● Able to think strategically, keeping the big picture and broad institutional objectives in mind, while also being detail and analysis-oriented
● Exemplify highest standards of integrity, professionalism, discretion, excellence and accountability; demonstrates emotional intelligence and self-awareness; inspires confidence and trust; welcomes feedback
● Highly collaborative; a leader and team player able to motivate and organize staff and volunteers and bring together different departments within the institution to work towards shared goals; appreciates impact of his/her/their work on colleagues and SFPA’s success
● Exercises initiative to identify and solve problems with drive, flexibility, resourcefulness and creativity
● Able to work well under pressure and adapt easily to changing situations and priorities; exercises good judgment and stays focused on overarching goals
● Able to interact in an effective, tactful and professional manner internally, externally and with the public at large; responds graciously and promptly to the needs and requests of others
● Dedicated and ambitious to achieve organizational success; willing to pitch in and go the extra mile when needed
● Plan to participate in and lead communications efforts and public events/activities as a member of the development and communications team on nights and weekends as required
● Must be able to engage in a range of physical activity, including standing or sitting at a desk or computer and walking (sometimes on uneven surfaces) for extended periods.
● Must be able to climb a flight of stairs and lift/carry up to 25 pounds

Compensation

SF Parks Alliance offers a competitive salary and a comprehensive benefits package that includes a generous vacation policy, medical, dental, vision, chiropractic/acupuncture, flexible spending accounts, Basic Life/AD&D insurance, and a 401(k) program with a match component.