

Job Title: Development Operations Specialist
Department: Development
Reports To: Development Manager
Job Status: Regular/Full-time (40 hours/week)
FLSA Status: Exempt
Physical Strength: Moderate

SUMMARY

Reporting to the Development Manager, the Operations Specialist (OS) supports and fulfills critical functions for the Development Office. The OS will help plan and execute fundraising and operational strategies and programs that meet the goals of Mount Angel Abbey and the Abbey Foundation of Oregon. The OS will build strong working relationships with internal team members, as well as work with outside departments, to ensure accurate donation management and innovation. The OS supports Mount Angel's donors by finding creative and effective ways to thank them and respond to their needs, and by producing acknowledgement letters and communications. The OS works with all members of the Development staff to create and facilitate the department's priorities and strategies for increased visibility, donor retention, and revenues, to broaden its donor base and ensure strong, long-term donor relationships. Under the direction of the DM the OS supports the meetings and activities of the Abbey Foundation board and its committees.

This position requires excellent judgment, discretion and interpersonal communication skills, strong writing skills, database expertise and the ability to collaborate with a team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Note: While this listing is a comprehensive representation of essential duties of the position, it is not necessarily all-encompassing and additional duties may be assigned as needed to meet Department and/or Abbey needs.

Development Office Administration – 20%

Working directly with the Development Manager, assists with all aspects of daily office administration, including:

- Approval of supply orders, ordering of stationary and forms, directing questions, reviewing invoices, and processing payment requests.
- Month end reporting and reconciliation, review of past due pledges, pledge remainder report, write off report and tie out with the Business Office.
- Works with DM to track monthly budget and produce variance reports.
- Works with ED and DM to develop and produce team goal and tracking documents.

Donor-Centered Fundraising Administration – 40%

- Manages all parts of the gift entry life cycle for all donations, from receipt to acknowledgement.
- Processes and posts all gifts of \$1,000+, excluding most event sponsorships.
- Works with Administrative Assistant (AA) for processing and posting all gifts under \$1,000, including Bach, Oremus, Novena, and Anniversary Program.
- Coordinates, posts and processes special gifts, such as stock and IRA transfers, gifts in kind, etc., composing correspondence and coordinating mailings and online communications.

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- Works with ED, DM, and Data Services Coordinator (DSC) to design and provide fundraising metrics, and measurement reports.
- Works with DM and DSC for yearly audit and reporting needs, including seminary accreditation reports.
- Handles donor communications (phone, email, mail) in a prompt and courteous manner. Maintains relationships, assists donors with requests and needs.
- Maintains donor confidentiality and ensures volunteer compliance with related policies.
- Collaborates with the Data Services Coordinator for data integrity, best practices, and process efficiency.

Donor-Centered Stewardship – 40%

- Works with the ED and DM, to design, implement and coordinate donor stewardship processes and systems for non-major gift donors for all purposes, with donor retention as the key measure of success.
- Collaborates with Major/Planned Giving team and Donor Relations/Events Manager to design implement and coordinate donor stewardship process and systems for major gifts, with donor retention as the key measure of success.
- Focused on \$1,000+ donors, assists with the annual calendar of donor stewardship activities, ensuring meaningful contact and follow-through.
- Reviews all gift acknowledgments, including receipts, thank you letters, and pledge statements. Updates current or creates new acknowledgments as needed.
- Works closely with gift officers to report to donors on the use of gifts.
- Assists with the implementation of group and individual donor recognition plans, including timely acknowledgement and follow-up for all donors and prospects.
- Manages and coordinates campaign-related donor relations and stewardship.
- Calls donors to thank them personally, as needed.

SUPERVISORY RESPONSIBILITIES

May collaborate with monks, volunteers or work study students.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Aptitude, experience, and interest working in a sophisticated database.
 - Ability to maintain a positive work atmosphere by demonstrating a professional and hospitable demeanor, and acting/communicating in a respectful manner which facilitates positive working relationships with customers, volunteers, monks, co-workers and organizational leadership.
 - Proven experience in project management with ability to identify all necessary project components and processes – from beginning to end – including making timely and thoughtful decisions.
 - Strong interpersonal skills and the ability to persuade and excite fundraisers, volunteers, colleagues and friends of the Abbey about its mission.
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- Ability to interact professionally with stakeholders and demonstrate good judgement.
- Exceptional organizational abilities and excellent time-management skills. Energetic, self-motivated, flexible and adaptable, with a sense of humor.
- Demonstrated ethic of accountability in the workplace; experience maintaining strict confidentiality and discretion.
- Demonstrated self-confidence, diplomacy, intellectual curiosity and a passion for building a culture of philanthropy at Mount Angel Abbey.
- Proven excellence in verbal and written communication skills, and a personal commitment to outstanding customer service, including excellent phone etiquette.
- Ability to thrive in a dynamic, culturally diverse, and friendly environment characterized by growth and change.
- Ability to work extended hours as required, including occasional evenings and weekends
- Ability and willingness to travel occasionally, especially throughout the Portland Metro area and as far south as Eugene.
- Must have working knowledge of the Catholic Church or willingness to learn. An understanding of a Catholic Abbey and Seminary is helpful.
- Regular and predictable attendance is an essential function of the job.

EDUCATION and/or EXPERIENCE

- Bachelor's degree preferred.
- Minimum three years of experience on a professional team at a high level.
- Experience working with volunteers and donors in a nonprofit/fundraising environment.
- Experience working with a nonprofit board.

LANGUAGE SKILLS

Exceptional verbal and written communication skills.

MATHEMATICAL SKILLS

Solid basic math skills.

COMPUTER SKILLS

- Proficiency with Microsoft Word, Excel and PowerPoint required, and online platforms.
- Working knowledge of fundraising databases, preferably Raiser's Edge.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a current, valid Oregon driver's license with a clean driving record in order to be covered on Abbey auto insurance.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to regularly sit, stand, bend, stoop, and occasionally reach overhead.
 - Will frequently (several times per week) lift small boxes weighing up to 15 pounds.
 - Will occasionally enlist assistance help in lifting larger objects (i.e. boxes of paper, envelopes, etc.) weighing up to 50 pounds.
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