FOOD BANK
OF WESTERN MASSACHUSETTS
TOGETHER, WE END HUNGER

Love data entry and work where accuracy matters? Do you have experience using a CRM?

If so, you might be the Development Operations Coordinator we are looking for! See the job description below.

- **The salary range for this position is $20.52-$30.33 per hour. The expected starting hourly wage is $23.59-$24.04 per hour.**
- Bilingual Salary differential: Additional $1.50 per hour for confirmed Spanish proficiency

The Food Bank offers:

- Paid 45 minute lunch
- 14 days of paid vacation to start, plus 11 paid holidays and 1 floating holiday
- 10 paid sick days
- 80% of health insurance premium and 50% of dental insurance premium is paid by the Food Bank
- Match of up to 3% of retirement plan contributions after 6 months

The Food Bank is an equal-opportunity employer that celebrates diversity and is committed to an inclusive environment for all its contracted workers, employees, and volunteers.

To apply and help us get to know you, send a cover letter with your resume to jobs@foodbankwma.org

JOB OVERVIEW

As our Development Operations Coordinator, you'll play a key role in keeping our donor database accurate, organized, and up to date. You'll also help process and track donations, respond to donor inquiries, and ensure timely donor acknowledgments while working closely with the Development and Finance teams.

REPORTING RELATIONSHIPS

Reports to: Development Operations Manager
Supervises: No direct reports; may provide indirect supervision to volunteers and temps as needed

ESSENTIAL FUNCTIONS

Maintains donor relationship management databases (NXT and Luminate Online) and performs a variety of functions including:

- Prompt and accurate processing of incoming gifts including checks, credit cards, ACH payments, employee giving, etc. and updating the monthly batch tracking spreadsheet.
- Work with Development Operations Manager and Finance Director in training and assisting the Admin Coordinator in ensuring check and cash donations are accurate and processed in a timely manner.
- Update and review donor records, compile biographical information and assist the Development Operations Manager to maintain accurate and up-to-date constituent information in NXT, Luminate Online, and other 3rd party donor software.
- Assign new major donors to solicitors to staff fundraisers based on established portfolio thresholds and ensure all major donors are assigned to a staff fundraiser.
- Generate batch gift detail reports and assist in monthly private support revenue reconciliation with the Development Operations team and Finance division.
- Update attributes/custom fields, tags and actions in NXT constituent records to ensure groups/segments are properly captured.
- Review and update Donor Interest Opt-In fields in LO for digital segmented donor outreach.
- Respond promptly to donor inquiries about monthly giving updates, changes in preferred solicitation methods, and assistance with online donation forms. Must provide excellent customer service, referring to Food Bank colleagues when appropriate.
- Ensure donor gift acknowledgement letters and annual receipts are processed in a timely manner, and impact data are accurate and up to date.
- Work with Development Operations Coordinators in updating tribute tracker and ensuring tributes are mailed weekly.
- Assist the Development Operations Manager with maintenance and oversight of Raiser's Edge NXT and Luminate Online to ensure a high level of data integrity.

OTHER RESPONSIBILITIES

- Help to identify opportunities to further streamline database standard operating procedures for efficiency.
- Assist with training and directing staff database users as needed.
- Assist with donor cultivation events and activities.
- Assist in updating/editing donation forms and acknowledgment letters.
- Provide backup support for other development operations duties to help ensure department coverage.
- Other duties as assigned by the Development Operations Manager

WORKING CONDITIONS

Office environment and remote work available once to twice a week after training.

JOB QUALIFICATIONS/REQUIREMENTS

Education and training - High school diploma or equivalent
Experience – 1+ years of experience in work that requires accuracy such as data entry.
Other skills:

- Work history with demonstrated attention to detail and ability to process information in a prompt and accurate way.
- Outstanding communication, interpersonal, customer service, and research skills.
- Proficiency in Microsoft Suite and CRM use or management
- Superb time management and organizational skills, including the ability to work well independently and with others.
- Ability to maintain strict confidentiality.

JOB PREFERENCES

- Bachelor's degree or equivalent
- Demonstrated customer service skills
- Experience with Blackbaud Raiser's Edge, Salesforce, or other constituent relationship management software (CRM)
- 2+ years of data entry experience
- Experience in data analysis
- 2 years of non-profit experience
- Bilingual (English and Spanish)