



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

DEVELOPMENT MANAGER – DATA AND OPERATIONS

FLSA Status: Exempt

Summary of Position: Reporting to the Associate Director of Development – Donor Relations, the Development Manager – Data and Operations supports the growing development department and improves development operational systems and platforms to maximize fundraising efforts. The Development Manager is focused on data integration across platforms, including philanthropic data, volunteer information, and communication engagement. Specifically, the Development Manager oversees database management and reporting, gift processing and acknowledgement, and donor communications tracking.

Specific Duties:

Database Management and Reporting (40%)

- Optimize development processes to increase revenue and personalize the donor experience
- Build and maintain integrations across constituent platforms to create complete donor profiles
- Serve as database administrator for all giving platforms, leading upgrades and migrations
- Develop reports to track progress to goals and analyze fundraising performance and trends
- Expand and execute systems for donor prospecting, research, and robust pipeline development
- Identify opportunities for new data collection to fill gaps in available donor data
- Create a plan for and execute regular data integrity checks, ensuring consistency and reliability of data to maximize use for all development team members
- Support development leadership with budget forecasting and customized stewardship touchpoints

Gift Processing and Acknowledgement (30%)

- Manage and execute all aspects of gift processing, including entering gift data and producing timely and personalized acknowledgement letters for all gifts

- Create gift attributes, matching gift linkages, and personal tags that facilitate detailed gift reporting
- Serve as liaison to third-party giving platforms and ensure system compliance
- Generate online giving pages for annual appeals, memorials, and special events
- Reconcile monthly with finance department to ensure proper gift allocation

Donor Communications Tracking (20%)

- Create segments to use for annual appeals, stewardship communications, and event invitations
- Collaborate with other development teams to provide exports and lists, as requested
- Organize and execute contact imports into database to track key donor communications
- Analyze digital communication engagement and ensure entry into main database

Other (10%)

- Support overall creation and implementation of annual development plan
- Attend and support all agency events, especially development department events
- Represent the agency at community, school, and faith events on occasion, as requested
- Perform other duties and complete special projects as assigned
- Adhere to the Code of Conduct for Connections for the Homeless and demonstrate agency core values in all interactions with program participants and staff

Schedule and Work Environment: Connections for the Homeless is committed to a hybrid work environment as each unique position allows. This position would work out of the Lake Street Church location, located at 1458 W. Chicago Avenue in Evanston, IL. This is a full-time role with a Monday through Friday daytime schedule. Some evening and weekend work will be required to support agency events and committee meetings.

The following qualifications are requirements for the position:

- 5+ years of combined work experience

- Computer literacy in Microsoft Office Suite with advanced skills in Excel
- Experience working in fundraising databases and platforms, preferably DonorPerfect, GiveCloud, VolunteerHub, and ConstantContact
- Flexible schedule available for some evening and weekend work, as needed

The following qualifications are highly desirable:

- Bachelor's degree
- 3+ previous work experience in non-profit management, fundraising, communications, or marketing
- Excellent speaking, writing, and interpersonal skills
- Familiarity with the communities that Connections' serves
- Valid Illinois Driver's License

Other Requirements:

- Connections for the Homeless recognizes its responsibility to provide employees a workplace free of recognized hazards. The Agency has adopted a COVID-19 Workplace Vaccination and Testing Policy which is intended to maximize the protection afforded by the COVID-19 vaccine. As a condition of employment, all full-time, part-time, temporary, seasonal, on-call and contract employees of Connections for the Homeless must either have received a COVID-19 vaccination or agree to submit to weekly testing. The goal of this program is to protect employees, participants, employees' family members, visitors, others affiliated with us and the broader community. This policy is intended to follow all state and local laws. It is based upon guidance provided by the Centers for Disease Control and Prevention (CDC) and public health and licensing authorities, as applicable. CTFH reserves the right to change, suspend or revoke all or parts of this policy as it deems appropriate. All employees must also submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis.

Reports to: Associate Director of Development – Donor Relations
March, 2022