



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

DEVELOPMENT OPERATIONS COORDINATOR

FLSA Status: Exempt

Summary of Position: The Development Operations Coordinator serves as critical support for the agency's executive leadership team and development department. The position reports to the Stewardship Manager. The Coordinator supports the growing development department and is focused on gift (including in-kind) entry and acknowledgment, meeting and event support, executing mailing and compiling presentation materials. The Coordinator provides administrative support to agency executives such as calendar management, filing of expense reports, electronic and hard copy filing of correspondences. The Coordinator is supervised by the Stewardship Manager but works very closely with the Volunteer Program Manager.

Specific Duties:

Development Responsibilities

- Data entry and acknowledgement of all in-kind gifts, including Amazon
- Perform gift entry, update constituent information, create useful reports, ensure data accuracy for monetary gifts, acknowledgments for gifts under \$1,000.
- Support tracking donor communication through contact entry in Donor Perfect (DPO) by entering emails through the Donor Perfect email address and monthly meetings with key fundraisers.
- Perform monthly data clean-up tasks in DPO e.g., duplicate merge and address verification.
- Support the development team with prospect research, donor profile creation, and meeting briefs.
- Assist the Volunteer Program Manager with Volunteer Hub management. Track volunteer hours and register new volunteers.
- Respond to incoming volunteer in-kind donation inquiries, vet possible new volunteers and handle all initial contacts.
- Perform monthly export and import from Volunteer Hub to DPO.
- Manage the Junior Board with quarterly meetings, recruitment, volunteer and fundraising opportunities
- Respond to all incoming matching gift applications and forms.

- Attend and support all agency events, especially development department events.
- Represent the agency at community, school and faith events on occasion.

Executive Support Duties:

- Provide calendar management support, including coordinating, scheduling and confirming attendees, making reservations, and launching meeting applications (i.e. Go-To-Meetings) for the executive director and director of development.
- Prepare expense reimbursements for Executive Director and Director of Development.
- Support Board of Directors by maintaining the roster and handbook (digital and hard copy), confirming and tracking attendance.
- Record and file all executive and donor correspondences electronically or via hard copy as appropriate
- Review all inbound inquiries and communication to info@connect2home.org and assign to appropriate staff member

General Responsibilities:

- Support overall development and implementation of annual development plan.
- Adhere to the Code of Conduct for Connections for the Homeless.
- Perform other duties as assigned

The following qualifications are requirements for the position:

- HS Diploma/GED
- Good speaking writing and interpersonal skills
- Computer literacy in Microsoft Suite
- Flexible Schedule available for evening and weekend work
- Familiarity with database systems.

The following qualifications are highly desirable:

- Experience working or volunteering in a not-for profit setting.
- Familiarity with the communities that Connection's serves.

Other requirements:

- Must submit to a criminal background check and submit to or provide evidence of a recent test for tuberculosis

Reports to: Stewardship Manager

February, 2021