



Position Title: Development Operations Coordinator (New Position)

Department: Resource Development | **Reports to:** Development Operations Manager

About Central Texas Food Bank

Looking for a way to make a difference without sacrificing a competitive salary and excellent benefits? Apply to join the Central Texas Food Bank team! We're looking for highly-motivated people to bring their unique skills to our mission of nourishing our neighbors and leading our community in the fight against hunger. As the region's largest hunger relief charity, the Food Bank offers a diverse and inclusive workplace, professional development opportunities, and a culture of promoting from within. Our core values, **Compassion, Honesty, Accountability, Respect and Teamwork**, chart our course.

Position Overview

The Central Texas Food Bank is looking for a dynamic Development Operations Coordinator for our Resource Development Department. This position helps coordinate the recording and acknowledgement of the Food Bank's donor data and donations and provides essential administrative support and project coordination to ensure strong donor relationships. This includes, but is not limited to, maintaining up to date and accurate data across all donor types and constituent databases, coordinating timely donor acknowledgements, maintaining a procedures notebook and collateral inventory, and managing administrative volunteers to ensure the team runs efficiently.

Relationships

The Development Operations Coordinator is a key member of the Development Operations team and reports to the Development Operations Manager, with additional oversight from the Development Operations Director. The Development Operations Team ensures accurate data entry, reports, and data health while interacting daily with the larger Resource Development Department, which includes the Development Operations, Community Engagement, Community Investment, and Food Sourcing teams. This position has no direct reports.

The Development Operations Coordinator may work with several external contacts, including software product support, consultants, and Feeding America, to ensure best practice standards and improve the donor experience and the health of CTFB's donor database.

Your Qualifications

- Minimum 1 year of related experience, or a combination of education and experience. Bonus points for experience with Raiser's Edge NXT or another fundraising management software.
- Interest in Development as a career path.
- Demonstrated organization skills and the ability to attend to details and meet deadlines.
- Ability to communicate in a professional manner using excellent written, oral and interpersonal communication skills.
- Proficiency in the Microsoft office suite including expert skills in Microsoft Outlook, Word and Excel.
- Experience with Raiser's Edge NXT and Luminate Online or another fundraising management software.
- Discretion in handling confidential information relating to the giving history and backgrounds of donors/prospects.
- Strong administrative, clerical, and data entry skills and experience.
- Flexibility in response to change, coordinating multiple, shifting priorities and adapt to and accommodate new methods and procedures.
- Motivation to understand problems and help find solutions.
- Proven demonstration of good judgment and discretion.

- A valid government-issued driver's license and proof of auto liability insurance.
- Belief in CTFB's mission, vision, values and culture.
- Display a willingness and desire to work with people from diverse ethnic, socioeconomic and religious backgrounds.
- Display a commitment to service above all else.

Your Responsibilities

- Accurately enter constituent and gift data into Raiser's Edge NXT and Luminate Online, adhering to data entry policies and procedures, while ensuring the quality, integrity, and accuracy of donor and gift information by utilizing Raiser's Edge and Luminate Online;
- Organize and coordinate a timely donor acknowledgement process for all donor types, excluding restricted and community event gifts, across all donation delivery methods including but not limited to mail-in, online, stock transfer, wire transfer, tributes and third party processors;
- Organize all acknowledgement letter materials for Administrative Volunteers and distribute to them once a week (twice a week during the holiday season.) Assist and mentor one trained Administration Volunteer Leader who will lead the other administrative volunteers through their tasks each week;
- Organize and maintain a bi-weekly mail opening process and serve as the mail opening captain, including scheduling mail openers, rooms, and coordinating mail opening tasks;
- Provide an outstanding experience for donors, volunteers and staff by responding to requests in a timely manner;
- Ensure the smooth running of the Resource Development department through the maintenance and establishment of efficient systems and procedures documented in the Development Notebook;
- Organize and maintain Resource Development inventory including collateral materials, electronic files, correspondence, postage and other team needs;
- Other duties as assigned by the Development Operations Manager and as requested by the Development Operations Director and members of the Resource Development Department;
- Assist in the preparation of reports, data gathering, and completion of goals, metrics and deadlines;
- Commit to supporting CTFB's mission, vision, values, and culture;
- Perform additional duties as necessary and/or requested.

Working Conditions

- **Hours of Operation:** This is a full-time non-exempt position, with core business hours 8am-5pm, M-F. This is a full-time position with a hybrid remote and in-office schedule.
- **Environment:** The majority of work is completed at a computer. A hybrid working environment (in the CTFB office and remote work) is available. If working remotely, a reliable internet connection is required.
- **Travel:** CTFB serves 21 counties in central Texas and often requires same-day travel between counties, using a personal vehicle, CTFB passenger fleet and possibly occasional out of town travel for meetings, special events or meeting for some positions.

Salary Range

\$44,625-\$52,500 depending on experience and qualifications

Comprehensive Benefits

We are committed to service, above all else, in our community and for our team members. With our

commitment to the health and wellness of our team members, we provide a full benefits package to include the following:

- Medical, dental, and vision plans;
- company paid short and long term disability insurance plus employee life insurance;
- 403b retirement plan plus up to 5% matching contribution after one year of service;
- telemedicine for physical and mental health;
- employee assistance program;
- paid time off including paid holidays;
- outdoor seating area with a garden view; and an
- on-site gym with a shower.

In addition, Central Texas Food Bank is designated a Texas Mother-Friendly Workplace AND a Best Place for Working Parents. Grow your career, build your network and develop your talents while enjoying the flexibility of a family-friendly environment.

How to apply

Please visit: <https://www.centraltexasfoodbank.org/about-us/careers/development-operations-coordinator>

Cover letter and resume required to apply.