Helen Keller Intl
JOB ANNOUNCEMENT

Officer, Development Operations
(Flexible location; NY preferred.)

Helen Keller International is a global health organization dedicated to eliminating preventable vision loss, malnutrition and diseases of poverty. Cofounded by Helen Keller – and guided by her fierce optimism and belief in human potential – the organization delivers life-changing health solutions to vulnerable families where the need is great but access to care is limited. In the US, Africa, and Asia, Helen Keller’s proven, science-based programs empower people to create opportunities in their own lives and build lasting change.

Background
Development Operations is an integral unit of Helen Keller’s entrepreneurial External Relations Department responsible for raising some $18 million annually in unrestricted and restricted support from individuals, corporations, and foundations. Our donor-centered approach advocates for our organization to our donors, and for our donors to our organization. We emphasize the lifetime value of donor gifts and invest in building long-term relationships. We also foster a culture of philanthropy within the organization that competitively positions us within the not-for-profit marketplace.

The Development Operations unit is seeking an Officer to be a point person across the External Relations department to coordinate effective donor stewardship, and also manages state charitable giving registrations, trusts and other planned gifts that are in process.

Helen Keller has a commitment to accommodate our employees during this unprecedented time, via work from home and flexible scheduling, as needed, as well as a commitment to duty of care and ensuring appropriate health and safety measures are followed as staff return to the workplace. In light of the on-site essential functions of this position, the Officer will be required to come into the office. The schedule and frequency of on-site work will be determined by the Associate Vice President.

Functional Relationships
This position reports to the Associate Vice President, External Relations and works closely with all members of the department. External relationships include coordinating, project managing, and monitoring the performance of multiple gift processing and production vendors, as well as coordinating with estate representatives for planned gifts. This position serves as the primary day-to-day contact for our lockbox/caging firm, the monthly giving vendor, our various 3rd party partnerships and certification sites (i.e. Charity Navigator, Better Business Bureau, Network for Good, etc.) as well as our state charitable registrations and federal employee campaign vendor. This position supervises the Operations Assistant.
The External Relations department is structured in such a way that the work of each unit supports and reinforces the work of every other unit. Regular communication and a spirit of teamwork among colleagues, both hierarchically and laterally are essential to make this structure thrive.

**Scope of the Position**

The Officer, Development Operations is a key member of the Development Operations Team, within External Relations. The Officer is the point person across the department to coordinate effective donor stewardship, and also manages state charitable giving registrations, trusts and other planned gifts that are in process. The Officer, Development Operations contributes to a data-informed environment by training and modeling best practices with colleagues how to use gift reports, database functions, and more. The Officer will be responsible for timely, accurate, and efficient processing and tracking of donations from multiple data sources, and creating files to link donations and codes tracked in the fundraising systems to our finance software.

**Essential Duties and Responsibilities**

**Fundraising Operations Systems and Processes**

- Participate in and contribute knowledge of systems to meetings with department units to identify and document their needs and objectives, current operational procedures, problems, input and output requirements, data scope, usage, formatting, and security requirements in order to develop new or modify existing information processing systems.
- Establish protocols and procedures related to data management are followed by the entire department.
- Run existing and develop new constituent, giving, campaign, and/or financial reports for staff and Board. Oversees accuracy of reports generated by Assistant.
- Oversee technical aspects of gift processing and review/quality check that all gifts are entered by the Operations team members according to established policies and procedures, make recommendations for process improvements;
- Supervise the Operations Assistant, providing guidance in gift coding and processing, as well as biographical record entry and maintenance, gift and record accuracy, and oversight on the donor care and service requests performed by the assistant role. This position will also train the Assistant to process invoices and administer the monthly American Express reconciliations for the department;
- Execute mass gift uploads and imports, under the guidance of the Fundraising Systems Administrator;
- Reconcile gifts within Raiser's Edge and create and review upload files to pass to Finance;
- Work with the Fundraising Systems Administrator and the Associate Vice President, External Relations to develop mailing segments for lists and queries for marketing efforts and outreach, both mail and digital format as needed, eventually managing some queries directly;
- Work with the Fundraising Systems Analyst to track and update coding on web forms to enable analysis of our digital marketing efforts; troubleshoot connectivity issues and errors on our web site as needed;
- Coordinate and update autoresponder emails for online donations and requests
- Prepare and distribute departmental revenue and donor trend reports, on occasion;
- Perform routine quality control tasks and processes to ensure clean and complete data;
• Support onboarding of new staff and continued training of department colleagues on best practices for fundraising systems;
• Create and update protocols for all processes under your purview;
• Back up for other functions in the Development Operations team, as needed.

Donor Relations and Stewardship

• Coordinate external vendors for mail, print, caging, digital, and sustainers to assure timely, accurate processing and execution of work; serve as the point-person between these vendors and Helen Keller staff;
• Backstop the Operations Assistant in fielding communications from current and prospective donors with questions regarding their contributions or Helen Keller International’s programmatic activities in a timely and professional manner, serving as an escalation point for more complex or sensitive queries and requests;
• Manages and orchestrates acknowledgement process by preparing weekly and ad-hoc mail files for acknowledgements to be sent inhouse and by an external mailhouse; Oversees the improvement of the acknowledgement process by regularly working with fundraising colleagues to ensure acknowledgement strategies are clear and donor-centric; manages letter copy and programming updates, tracks and updates needed inventory items with the mailhouse and configurations of acknowledgment packages;
• Create call lists for thank-you and other outreach efforts via our caging vendor, and produce lists for board and staff special outreach; monitor and coordinate donor services vendor and caging vendor’s donor services efforts;
• Manage and track state charitable registrations; prepare, and submit all documentation required for annual renewals; review requests to participate in Combined Federal Campaigns (CFCs); if needed, participate in charity fair tabling events;
• Monitor external fundraising certification and watchdog sites for renewal of certifications and coordinate / update requests and coordinate with staff across the organization to provide required information on schedule (i.e. Charity Navigator, Better Business Bureau, etc.) as well as the legwork required to connect other key third party platforms.
• Provide excellent support and coordination of our External Relations Board Committee, including coordinating board members schedules for meetings, creating and editing meeting minutes, and coordinating and distributing meeting materials in a professional and timely manner;
• Field questions from estate attorneys or representatives, following up proactively on outstanding matters and completing estate documentation and forms as they come in.

Supervisory Responsibilities

• Manage several key vendor relationships, such as our caging/lockbox/donor services vendor, our vendor for sustainer / monthly donor maintenance, and our acknowledgement printshop. Supervise, train, guide, and provide feedback to the Operations Assistant.

Required Competencies

• Excellent computer skills: facility with MS Word, Excel, Access, and email software;
• Excellent oral and written communications and interpersonal skills; possess the ability to communicate and liaise effectively with colleagues and vendors and work well within a team environment; must demonstrate ability to provide excellent donor services via phone and email with comfort and maturity;
• Solid organization skills: the ability to work productively in a fast-paced and collaborative environment and the ability to independently manage a multi-faceted workload and meet strict deadlines;
• Accuracy and attention to detail a must; sensitivity when working with highly confidential information and ability to maintain complete discretion at all times;
• Demonstrated ability to identify areas to increase efficiency of our systems;
• Proven ability to plan and manage a variety of projects and high work volume: must work well under pressure, prioritize, show flexibility, and solve problems creatively;
• Experience managing complex vendor relationships and maximizing productivity of outside vendors and consultants;
• Solid knowledge of fundraising databases, workflows, documentation, data integrity, quality control, financial controls, etc., preferred;
• Demonstrated understanding of goals of various branches of Development and direct experience with donor relationship management;
• Ability to work independently, move projects from conceptual stages to launch, and handle multiple and often competing deadlines.

Qualifications
• **Education and Experience:** Bachelor’s degree required, plus:
  • 3-7 years experience in fundraising systems for non-profits, gift processing, and donor / customer service environments, or equivalent combination of education and experience.
• **Preferred Experience:** experience with Raiser’s Edge NXT and Luminate preferred
• **Travel:** Ability to undertake limited, mostly domestic travel for occasional conferences and visits to programs
• **Languages:** English is our primary language. Some French would be desirable

To Apply
Qualified candidates should submit a cover letter and resume to HKI.Recruitment@hki.org noting the job title in the subject line. Applications will be accepted until the position is filled.

*Helen Keller is dedicated to building an inclusive workforce where diversity is fully valued.*

*Helen Keller is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, genetic information, disability, or protected veteran status.*

*We are committed to providing reasonable accommodation to individuals with disabilities. If you are a qualified individual with a disability and need to request an accommodation during the application or interview process, please contact us at the email above or call 646-356-1789.*