

## **JOB DESCRIPTION**

**Job Titles:** Development Operations Coordinator

**Organization Segment:** Young Americans Center for Financial Education

**Reports to:** SVP, Development

**Status:** Full time, Exempt

### **POSITION SUMMARY:**

As an integral member of the Development team, the Development Operations Coordinator plays an important role in supporting the department's administrative areas while fostering a positive, responsive, and detail-oriented environment. This position is responsible for managing and optimizing our CRM platform, ensuring efficient data entry, gift processing, and acknowledgement. The Operations Coordinator will also assist in tracking grants and deliverables, prospecting new donors, and participating in fundraising events. This role is essential to cultivating a donor-centered approach and driving the success of our diverse fundraising efforts.

### **POSITION RESPONSIBILITIES**

- Serve as department lead for Salesforce (CRM), ensuring optimal functionality and user experience
- Design and generate CRM reports and dashboards to monitor progress to goals and inform strategic decision-making
- Oversee accurate and timely processing of gifts and grants, including acknowledgement to donors
- Conduct regular CRM data checks and clean-ups to maintain data integrity
- Stay updated on CRM enhancements and provide training to staff on best practice and effective usage
- Collaborate with program and marketing teams to ensure CRM data aligns with operational needs and supports cross-departmental initiatives
- Assist in identifying and prospecting potential new donors and foundations
- Review and update Development department policies annually
- Prepare grant attachments and other supporting documents to streamline the grant submission process
- Other duties, as assigned

### **KNOWLEDGE, SKILL, AND ABILITY**

- Strong analytical skills and ability to identify needs and propose effective solutions to enhance team operations
- Resourceful and eager to learn new skills and technologies
- High attention to detail and commitment to accuracy
- Willingness to innovate and collaborate
- Professionalism in handling confidential information with discretion
- Positive attitude, sense of humor, and ability to maintain enthusiasm in a busy environment

## **EDUCATION AND EXPERIENCE**

- College degree or equivalent is preferred
- Three or more years of experience in a non-profit environment, with a strong understanding of fundraising principles
- Extensive experience using Salesforce, with track record of managing data and generating reports
- Proficient in MS Office 365 and data analysis tools
- Strong written and verbal communication skills
- Ability to build relationships with diverse stakeholders

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be constructed as an exhaustive statement of essential functions, responsibilities or requirements.

**Compensation:** The salary range for this position is \$60,000 to \$70,000 annually. The salary will be commensurate with skill level and applicable experience.

### **Benefits**

As a valued member of our team, you will be entitled to the following benefits during your employment,

**Medical, Vision, and Dental Insurance:** Employee coverage: Premium information for employee-only coverage is available in the open enrollment materials. Dependent coverage: If spouse and/or family coverage is elected, premium information is provided in the open enrollment materials.

Employer contribution and payroll deductions: Young Americans contributes toward insurance costs. Employee payroll deductions can be reviewed in the open enrollment materials.

**Life and Disability Insurance:** Group term life insurance, accidental death and dismemberment insurance, and long-term disability insurance are provided at no cost to employees. Short-term disability insurance is offered as a statutory benefit through the State of Colorado, with costs shared between the employee and employer.

Additional coverage options—including voluntary self and dependent life insurance, critical illness insurance, and accident insurance—may be elected during open enrollment. These elective coverages are 100% employee-paid.

**401(k) Plan:** Young Americans matches 25% of your contribution, based on IRS plan limits. Company contributions are fully vested immediately.

**Paid Time Off (PTO):** 11 paid holidays annually. PTO based on length of service: Date of hire through 5 years: 120 hours (15 days) annually at a rate of 5 hours per pay period. 6 through 10 years: 160 hours (20 days) annually at a rate of 6.66 hours per pay period. 11+ years: 200 hours (25 days) annually at a rate of 8.33 hours per pay period