



80 Maiden Lane, Suite 706 New York, NY 10038 Phone: 212-430-5980 Fax: 212-430-5981 [www.oliverscholars.org](http://www.oliverscholars.org)

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## DEVELOPMENT OPERATIONS MANAGER

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**Organization Mission:** Oliver Scholars prepares high-achieving Black and Latinx students from underserved New York City communities for success at top independent schools and prestigious colleges. We provide crucial support for our Scholars so they can realize their full potential and ultimately give back to the city, the nation, and the world.

**Position Summary and Reporting:** Reporting to the Chief Development Officer, the **Development Operations Manager** is responsible for the smooth administrative functioning in a fast-paced Development Department to ensure that it can meet its philanthropic goals. The Manager has both an internal and external role, as they are often the first point of contact for the Department. The person must be detail-oriented, with strong follow-through skills, the ability to prioritize multiple assignments, and excellent organizational and interpersonal skills.

### Responsibilities

#### *Operations – Database Management and Reporting*

- Create and maintain systems for internal development operations, prospect research and management, progress to goal tracking, and capture of historical fundraising data;
- Perform database administrative tasks including: creating and updating records within Raiser’s Edge and running quality control reports to ensure accurate and complete records and integrity within RE;
- Build and manage donor and prospect pipelines, including maintaining updated history of interactions with donors, prospects, Trustees, volunteers, and Alumni;
- Create and maintain queries and exports to support reports and mailing list and email list requests; and
- Provide reports on goals and other information as needed.

#### *Fundraising Support – Donor Cultivation, Stewardship and Prospecting Research, and*

#### *Data Entry*

- Assist in the planning, implementation, and promotion of programs that support Oliver Scholars’ strategic plan of growing pipeline of donors and potential donors;
- Manage the entry, reconciliation, and acknowledgement process for all gifts in a timely and appropriate manner;
- Distribute stewardship and other organizational communications;
- Provide support to the Chief Executive Officer and Chief Development Officer in donor cultivation, stewardship, and prospecting research as requested;
- Serve as the point person on the Development team to conduct prospect research, enter research briefings, and update other key information in database;
- Draft biographical, financial, and philanthropic bios and briefings on donors, Trustees, and prospective donors in support of staff and volunteer cultivation, engagement and solicitation and events efforts;
- Assist in the collection and inventory of information, resources, and records for the development team;

- Participate in ongoing and proactive initiatives to identify individual and organizational grant opportunities and support submissions;
- Prepare materials for meetings and events in consultation with the Chief Development Officer; and
- Coordinate the supply of Oliver swag and donor packages.

#### *Events*

- Support the Chief Development Officer in management of design and production for the annual Gala, including conceptualization, timeline creation, staffing reports, sponsorships, attendee lists, invitation and menu creation, sourcing of materials, on-site run-of-show;
- In consultation with the Chief Development Officer, assess Gala results, including audience attendance, return on investment and customer experience, and departmental systems for continued improvement;
- Coordinate and support set up and break down at Gala and involve other staff as necessary;
- Support the development of printed and digital outreach including invitations, the Gala journal, and related promotional tools in collaboration with the Communications Manager;
- Manage and provide guidance to Gala volunteers;
- Record all attendance and seating data for the Gala and other events; and
- Compile and analyze response feedback from event participants and manage follow-up steps with donors and prospects in coordination with the Chief Development Officer.

#### *Other Duties*

- Provide logistical support for development, Alumni and program events; and
- Assist with projects and other duties as needed and requested within the organization.

#### **Qualifications**

- BA required;
- 2-3 years of relevant experience;
- A commitment to the mission of Oliver Scholars;
- Ability to think creatively, critically and strategically, and compile, analyze, and report information;
- Strong office computer literacy required;
- Willing and able to work some evenings and weekends;
- Experience with relational databases (Raiser's Edge experience preferred), online research tools, and commercial databases desired;
- Strong written, communication and organizational skills, with a high level of attention to detail; and
- A high level of respect for confidentiality and ethical practices.

#### **Other Qualifications**

- Ability to organize, set priorities, and manage projects with a minimum of supervision in a deadline driven environment;
- Good interpersonal skills and a team-oriented attitude; and
- Collaborative work style.

#### **Desired Competencies**

- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values;
- **Adaptability** - Adapts to changes in the work environment; willing to learn new techniques and procedures; Manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events;
- **Innovation & Initiative** - Displays original thinking and creativity; Meets challenges with resourcefulness;

Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention; Looks for and takes advantages of opportunities;

- **Planning/Organizing & Project Management** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans; Communicates changes and progress; Completes projects on time and budget; and
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

**HOW TO APPLY:** For consideration, please forward your cover letter and resume to [jobs@oliverscholars.org](mailto:jobs@oliverscholars.org). Please note, “[**Development Operations Manager**] – [*your last name*]” in the subject line of your email. Only applicants under consideration will be contacted. No phone calls, please.

A diverse workforce and open culture are at the heart of our organization and vital to our success. Oliver Scholars is an equal opportunity/affirmative action employer. All qualified applicants will be considered for employment without discrimination based on race, color, creed, national origin, sex, age, disability, marital status, sexual orientation, military status, citizenship status, or current employment status. Candidates who identify as members of historically underrepresented groups are highly encouraged to apply.