



CONFIDENTIAL JOB DESCRIPTION

DIRECTOR, DEVELOPMENT OPERATIONS PROJECT OPEN HAND

SAN FRANCISCO, CA

COOK SILVERMAN SEARCH

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Project Open Hand

meals with love

ABOUT PROJECT OPEN HAND

Project Open Hand (POH) is a nonprofit organization that provides meals with love to critically ill neighborhoods and individuals. Every day, POH prepares 2,500 nutritious meals and provides 200 bags of healthy groceries to help sustain their clients as they battle serious illnesses, isolation or the health challenges of aging. POH has been delivering meals with love to the critically ill and elderly for over thirty years. Currently POH raises approximately \$12 million in revenue from the private sector and the government through contracts, events, direct mail, corporate and foundation grants and major donor efforts. The organization is finalizing a robust two-year strategic plan to help realize their goals and answer the growing needs of their community.

For more information, please visit www.openhand.org.

POSITION OVERVIEW

The Director, Development Operations (DDO) serves alongside the VP, Development & Communications to strengthen and build the department's infrastructure and acts as the chief of staff. The DDO ensures aligned implementation of a 2-yr strategic plan across the Communications, Advancement, and Operations/Donor Services sub departments, touching all aspects of the department with a keen eye towards operational efficiencies. The DDO is responsible for the oversight of tracking, processing, acknowledgement and reporting of all charitable contributions received (partnering with Donor Services Manager), oversight of CRM systems use, maintenance and build-out (partnering with IT and Database Administrator), for the department's annual operating budget process and special projects. This includes ensuring donor information is accurate, kept secure and that related reports are available as needed; this position is responsible for analytics associated with identifying constituent (donor and volunteer) behavior and preferences. This position encourages communication across the 3 sub departments to promote understanding one another's roles and supporting adjacent efforts as required. This role requires working closely with various internal stakeholders outside of Development/Communications including Finance/Accounting, IT, Volunteer Services, Building Operations, and Board.

Development Operations are the activities that hold everything together, from data management to analysis to gift processing to office procedures. This is an ideal position for a seasoned, innovative development professional, a procedures and data geek who: enjoys being in the trenches,

analyzing data, creating dashboards, ensuring due diligence, and building the backbone of any good philanthropic program. The main focus of this role is infrastructure to keep the ship sailing smoothly.

REPORTING RELATIONSHIPS

This position reports to the VP, Development & Communications and supervises the Donor Services Manager, two Data Entry Clerks, one temporary part-time Data Entry Clerk, and a Database Administrator.

PRIMARY RESPONSIBILITIES

- Supervise gift processing, categorization, reporting and acknowledgement system in Salesforce.
- Manage the workflow of the Donor Services team to ensure effectiveness and efficiency at all times, with a focus on exceptional customer service and donor satisfaction.
- Conduct donor and prospect research and analysis of current file.
- Promote clear and open communication between Development/Communication, Finance/Accounting, IT, and HR and lead by example.
- Generate dashboard, progress reports and data analysis that demonstrate progress toward fundraising goals for presentations to staff, board and committees.
- Oversee ongoing training and support to development/communications professionals in organizational data entry procedures and protection of data integrity.
- Develop a comprehensive process and product for regular wealth screening and qualification of donors and prospects for the system at large.
- Manage all upgrades to CRM and integrate with other systems used across the department.
- Liaise with Salesforce, Blackbaud/Target Analytics, BidPal, RallyBound and other vendors.
- Enrich and maintain central repository of development resources, including the department's shared drive and SharePoint page.
- Perform department benchmarking and performance surveys.
- Work with VP to strategize and orchestrate the development and communications plan designed to increase revenues and awareness in support of the strategic direction of the Agency.
- Monitor and evaluate the fund development plan to ensure goals are being achieved.
- Provide detailed reports and narrative about fundraising progress to the VP as requested.
- Develop and manage revenue and expense budgets, annual activities calendar for the department.
- Define and implement database guidelines, implement a prospect management system.
- Establish and implement written operational policies and procedures to ensure technical, administrative and coordinative functions of the department run efficiently.

- Collaborate with the Director, Communications to ensure coordination of marketing and fundraising efforts; with Director of Advancement to ensure coordination of donor prospecting, cultivation and stewardship efforts; with Events and Community Relations Manager to ensure successful event execution, systems usage and data tracking.
- Participate on the Directors'/Managers' team to set and implement policy for the Agency.
- Serve as a visible spokesperson and advocate for POH's mission and programs in partnership with other key staff.
- Other duties as assigned.

QUALIFICATIONS

- Bachelor's degree, preferably in information technologies, business administration or similar
- Minimum 5 years of progressively responsible experience in operations management the and administration of development programs
- Demonstrated experience in managing people, strategic plans, and budgets
- Thorough understanding of Customer Relationship Management (CRM) systems, preferably Salesforce
- Knowledge of industry best practices, standard operating procedures, and new approaches to systems integration, staff training, and organizational efficiency
- Knowledge and understanding of the funding community in San Francisco and the Bay Area
- Knowledge of best practices in fundraising and donor relations
- Detail-oriented and proactive work ethic with ability to plan, prioritize and multi-task
- Collaborative spirit and respectful of professional boundaries
- Self-motivated
- Heightened awareness of and sensitivity to the circumstances and needs of the critically ill and seniors, as well as people with mental health and substance abuse issues
- Customer oriented
- Highly organized
- Excellent verbal and written communication skills
- Strong analytical skills and able to creatively address and solve problems
- Excellent manager – leads by example
- Strategic and creative thinker
- Results driven and goal oriented
- Ability to quantify cost and savings potential in relation to projects as well as develop and maintain a realistic departmental budget
- Must be flexible to work nights, weekends or holidays to meet demands
- Ability to effectively engage with target audiences

TO APPLY

To apply for this position, or for additional information on the opportunity, please send a copy of your resume with a cover letter to Victoria Silverman at apply@cooksilverman.com.

All applications and inquiries will receive a response and be kept strictly confidential.

Project Open Hand is an Equal Opportunity Employer.