

## Housing Families Inc. Job Description

<b>Job Title:</b>	Senior Development Operations Manager
<b>Hiring Manager:</b>	Raeann Whalen
<b>HM Title:</b>	Director of Development
<b>Division:</b>	Development
<b>Location:</b>	Greater Boston Area (Malden, MA)

### We want you to join our team!

Are you passionate about advocating for at-risk populations? Do you have a desire to lead a team of advocates collaboratively to end homelessness for families? Then Housing Families Inc. is the organization for you! With you, we will be one step closer to fulfilling our vision of ensuring that every at-risk family has a quality, affordable place to call home!

### RESPONSIBILITIES:

#### Role Purpose

The **Senior Development Operations Manager** reports to the Director of Development and serves a key role in developing and implementing a comprehensive development program and strategies to ensure unrestricted funding that will serve Housing Families Inc. The **Senior Development Operations Manager** is primarily responsible for the management of development operations functions and provides additional support to the team through comprehensive campaigns. The position supports the mission of HFI by helping to develop and oversee events and fundraising efforts and is responsible for the Raiser's Edge database. The **Senior Development Operations Manager** also supports the program in all aspects of communications and marketing.

#### Responsibilities

- Works closely with the Director of Development and Senior Grant Writer to oversee the strategy of the development program in FY20 and beyond.
- Lead all aspects of annual fundraising communications, including annual campaigns and regular appeals to individual donors through email campaigns, social media posts, and print materials.
- Manages operational aspects of the Development Department which include Raiser's Edge gift entry, donor acknowledgements, department financial reconciliation and other financial reporting when needed.
- Works with the Director of Development to determine solicitation strategies for increased community, corporate and individual support.
- Adhere to ethical and confidentiality guidelines of the organization and donors.
- Perform other duties as assigned by the Director of Development.

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### **QUALIFICATIONS / REQUIREMENTS:**

#### **Eligibility Requirements**

- Bachelor's degree or work experience in related discipline
- 4-5 years of experience in non-profit fundraising operations
- Strong experience with Raiser's Edge required
- Experience in website and/or social media management a plus
- Demonstrated critical thinking skills to analyze data and understand its relationship to the overall fundraising objectives
- Strong and mature interpersonal skills at all levels internally & externally
- Highly organized and ability to operate under pressure of deadlines
- Ability to work independently and as a member of multiple teams
- A positive self-starter with an interest in social services for homeless families
- Loves working with people from broadly diverse ethnic, social and cultural backgrounds

### **APPLICATIONS/COMPENSATION:**

- Salary range: \$55,000 - \$60,000/ year, depending on qualifications
- Benefits: Medical, Dental and Retirement Plan available
- Please send a cover letter and resume to: Raeann Whalen at [Raeann@housingfamilies.org](mailto:Raeann@housingfamilies.org)
- Please include "Sr Development Ops Manager" in the subject line.