



THE BASILICA OF SAINT MARY

Position Description: Development Operations Coordinator

Date: August 28, 2023
Employee Name:
Department: Mission Advancement
Supervisor: Director of Major & Annual Giving
Status: Full-time
Hours Schedule: 40 hours per week / 12 months per year

PURPOSE OF THE POSITION

Coordinate operational aspects of fundraising appeals and follow-up in a fast-paced team environment. Manage the constituent database and train users. Conduct prospect research to develop donor cultivation and solicitation strategies to raise funds in support of the vision, mission and values of The Basilica of Saint Mary and The Basilica Landmark.

SCOPE OF THE POSITION

- Director of Development assigns work and manages performance.
- Provide Blackbaud RE NXT and Luminate training and support for staff.

POSITION QUALIFICATIONS

Knowledge, Skills, and Abilities

- College degree and experience in development, non-profit or comparable setting.
- Database management experience specifically Raiser's Edge (RE NXT) or comparable database management software and Luminate, or comparable communications software.
- Training or instructional experience.
- Prospect research experience and strong analytical skills.
- Capital Campaign experience preferred.
- Strong interpersonal skills and ability to work in a collaborative environment.
- Excellent written and oral communication skills.
- Detail-oriented and efficient with demonstrated organizational and project management skills.
- Proven ability to work independently.
- Experience with grants a plus.

Physical Demands

- Repetitive keyboarding.
- Work 40 or more hours per week when needed.
- Able to lift 25 pounds.
- Able to walk up and down stairs.

Mental Demands

- Ability to think strategically.
- Work effectively with multiple departments and maintain a positive and helpful attitude, even at high intensity times.
- Able to follow instructions and to maintain consistent processes.
- Recognize the need for confidentiality and can maintain it.
- Work independently on routine and regular responsibilities and meet deadlines.
- Respects and values a diverse culture.

PRIMARY FUNCTIONS AND MAJOR ACTIVITIES

Coordinate Development operations to support planned appeals, solicitations, gift processing and donor acknowledgements.

- Assist with goal setting, creating targeted asks, working with the Director and Gift Officers, and segmentation strategies with queries and ask amounts.
- Develop coding consistent with past campaigns, and coordinate with the development and accounting teams. Run reports on annual appeals and capital campaign status.
- Manage production of print and electronic solicitation and appeal collateral and social / digital posts to achieve fundraising goals on deadline and on budget. .
- Manage gift commitment reminders, preparation of Our Sunday Visitor envelope lists, and processes for invoicing.
- Establish and manage acknowledgement processes. Coordinate messages and letters and work with gift processing, accounting, and development staff to generate timely and personalized responses to donors.

Manage Blackbaud software including Raiser's Edge NXT (database), Luminate Online (interactive communications /web portal) and train users.

- Establish security rights and access for staff with usernames and logins and follow best practices to maintain data security. Add new tables, codes and business rules when needed and create strategic coding plans with staff for new groups of data (i.e., new campaigns, data never tracked before).
- Train users to follow consistent historical data entry standards. Monitor entry of new constituent records.

- Maintain data integrity by running regular cleanup projects including query-based data checks to make sure codes and tables are used consistently, and duplicate record checks, merging/purging duplicate constituent records and linking separate constituents within the same household. Annually lead staff to review and delete unneeded queries, exports and reports.

Develop and implement research strategies and set priorities to support annual and major gift fundraising and capital campaigns.

- Develop and implement a prospect research plan with priorities and deadlines and invite staff to assist with data collection.
- Prepare prospect memos as requested for major gift solicitations and events.
- Assist with identifying prospective major and leadership donors using publicly available resources and subscription services including LexisNexis and Omatic.
- Responsible for coding, managing, and generating reports for priority major gift prospects.

Administrative Duties

- Maintain necessary queries in Blackbaud RE.
- Assist with event support, invitations, and mailings, including preparation of annual tax mailing to donors each January.
- Provide back-up assistance for gift processing including peak times after Christmas, pledge campaigns and Easter.

Basilica of Saint Mary – Staff Responsibilities

- Participate in Development team meetings and “pipeline” meetings with Development Officers.
- Participate in Basilica “All Staff” meetings and respond in a timely manner to emails and voicemails from colleagues and constituents.
- Be ready to work and complete all assigned responsibilities and accept additional responsibilities identified (as needed) and assigned by the Director of Development.

Designation of Essential Functions

Employment in and by the is substantially different from secular employment. Church employees/volunteers must conduct themselves in a manner which is consistent with and supportive of the mission and purpose of the Church. This position does/does not require that the employee to be a Catholic. However, as a parish community rooted in the teachings of the Catholic Church, employees/volunteers are expected to be knowledgeable of core tenets and respectful of the mission, purpose, and teachings of the Catholic faith.

Employee: I have reviewed this job description and agree it is an accurate representation of the responsibilities of my job. I understand that as an organization's needs change, my job description will change.

Signature of
Employee _____ Date _____

Supervisor: I have reviewed this job description and agree that it is an accurate representation of responsibilities performed in this job.

Signature of
Supervisor _____ Date _____