JOB POSTING

POSTING #: 2024-38

POSITION TITLE: Manager, Development Operations

THE OPPORTUNITY

Join one of the Top 10 Canadian Youth Impact Charities of 2022 today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.

Learn more about Eva's Initiatives and the work that we do.
About Us - Eva's Initiatives for Homeless Youth (evas.ca)

Role Overview
Eva's seeks a purpose-driven, highly collaborative, and experienced team member to serve as our next Manager of Development Operations. This role will work with Eva's Development team to define high-quality, efficient, and effective processes and procedures for handling all gifts and donations.

Reporting to the Director of Development and as an integral part of a Development team, the Manager will contribute to the department's overall fundraising strategy, assist in plan delivery, and ensure the goals are met through the department's day-to-day operations.

The Manager will pay particular attention to Eva's donor relations, gift processing, and RE NXT Database management needs. The Manager will use strategic acumen, proactive communications, and strong interpersonal skills to build trusting and productive relationships that support fundraising success. This role fulfills a variety of key duties relating to Eva's Development Operations, including but not limited to providing exceptional donor support, database, and pipeline reporting, making regular process improvements, and swiftly solving problems to meet the needs of internal and external stakeholders.

The Manager will lead, encourage, and contribute to an enthusiastic culture of philanthropy within Eva's.

RESPONSIBILITIES
DATABASE MANAGEMENT AND REPORTING

- Manages the organization's database infrastructure, creating and maintaining processes for tracking gift proposals, cultivation, solicitation, and stewardship plans.

- Ensures the accuracy and integrity of donor data in the CRM system and regularly updates donor records, including contact information, donation history, and engagement activities.
- Provides staff training and support on using the donor database.
- Develop and implement database policies and procedures to ensure consistency and compliance.
- Lead the implementation of the annual fundraising segmentation plan, supporting list generation and data processing for direct mail, email marketing communications, and digital fundraising strategies for single and recurring gifts.
- Tracks and analyzes fundraising results and trends to ensure efficiency, successful implementation, and continuous improvement.
- Analyzes donor data and provides data-driven strategies to identify patterns and opportunities for improving donor engagement and retention.
- Generates regular and ad-hoc reports on donor-giving trends, campaign performance, and fundraising progress.

DONOR RELATIONS

- Implements and assesses an overall donor relations strategy that supports the organization's short- and long-term fundraising goals in conjunction with the Senior Director of Communications and Development and the Director of Development.
- Handles all donor inquiries courteously, referring concerns or questions to the appropriate manager or director as needed.
- Processes and mails donor thank-you letters and tax receipts promptly.
- Makes and/or assigns donor thank-you calls and/or emails per the donor retention plan.
- Manages the monthly donor program, including credit card updates, tracking, stewarding, and providing annual acknowledgments.
- Respond to inquiries regarding interest in supporting Eva's and support donor-driven campaigns and events.
- Coordinate logistics and distribution of Gift-in-Kind donations across Eva's sites.
- Provide support for signature events and perform other duties as assigned.

GIFT PROCESSING AND FINANCE RECONCILIATION

- Oversees the accurate and timely processing of all donations, including online, mail, donor-giving platforms, and in-person contributions, ensuring tax receipting and acknowledgment practices comply with CRA and ethical standards.
- Acts as the subject matter expert for the batch gift processing system within the database and all other systems used by gift processing.
- Reconciles donation records with financial reports every month.
- Works closely with the finance team to ensure accurate financial reporting and compliance with accounting standards.
- Supports completing the yearly T3010 Registered Charity Information Return and audit process.

QUALIFICATIONS

- Bachelor's degree in Nonprofit Management, Public Administration, Communications, or a related field
- Passion for the mission of Eva's, supporting youth experiencing homelessness for a community-based organization that works with vulnerable populations using an anti-oppression framework, particularly from an anti-Black racism lens.
- Minimum 3-5 years of progressive leadership experience in the not-for-profit sector.
- Highly proficient interpersonal skills with a demonstrated ability to build networks, collaborate, and engage communities, encourage engagement, and foster support internally and externally for the Development team's fundraising goals.
- Experience mentoring and training colleagues with a commitment to work as a supportive, collaborative team member.
- Confidence, competence, and comfort working with senior volunteers and organization leaders.
- Excellent written, verbal, and presentation skills with the ability to lead and execute complex data inquiries in an accessible, compelling manner.
- Ability to prioritize daily tasks within a results-oriented environment, ensuring excellent organization, problem-solving, and decision-making abilities
- High attention to detail while working efficiently to meet deadlines.
- Proficiency working with Raiser's Edge NXT.
- Excellent understanding of CRA regulations.
- Certification: Toronto Hostel Standards (TSS), First Aid/CRP

SALARY

$72,801 - $84,240

APPLY

Submit a cover letter and resume in one PDF document by **August 2, 2024,** to **careers@evas.ca**. Be sure to indicate **2022-38 Manager, Development Operations** in the title. No phone calls, please.

CONDITIONS OF EMPLOYMENT

https://www.evas.ca/conditions-of-employment/

LAND ACKNOWLEDGEMENT

https://www.evas.ca/land-acknowledgement/

LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at https://www.evas.ca/employment/

Eva's Initiatives for Homeless Youth
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Connect with us @evasinitiatives