

**The Development Manager at HOPE Atlanta** is a newly created position and will play a critical role in supporting the efforts of a growing Development team at Georgia's oldest nonprofit organization dedicated to fighting homelessness. In 2021, Action Ministries joined HOPE Atlanta and our programming now includes hunger relief.

The Development Department raises funds to support HOPE Atlanta initiatives. Department functions include donor relations and events; stewardship; individual giving, major gifts, foundation and corporate fundraising; online and direct mail outreach; marketing; volunteerism and community engagement; and assistance to the CEO's office and other departments. The Development Manager has a systems role in all these areas.

The Development Manager will report directly to the Development Director and will be responsible for managing the Salesforce database, recording of all fundraising contributions, donor acknowledgements and stewardship, and gift tracking and reporting. In addition, the Development Manager will play a lead role in managing logistics for our signature fundraising event(s), and lead HOPE Atlanta's Young Professionals Board.

The strongest candidates will demonstrate outstanding skills in database management, interpersonal communications, writing, and in executing many simultaneous projects efficiently and effectively in a highly customer- and service-oriented environment.

## **Responsibilities**

### **Database Management:**

- Maintain highly accurate and current donor data in Salesforce CRM
- Manage gift processing including gift entry, tracking and reporting with great attention to detail
- Work with the Development Director to establish, document and maintain best practices and procedures
- Provide administrative support to the Chief Development Officer and Development team

### **Donor Relations:**

- Generate timely acknowledgment letters to donors
- Routinely communicate directly with donors including responses to inquiries, requests for information, etc.
- Coordinate logistics for board meetings, including document and report preparation, scheduling, room set-up, hospitality, and minute taking
- Supports the Chief Development Officer and other Development staff as needed
- Follow a strict code of confidentiality

### **Special Events:**

- Plan and execute logistics for signature events, including identifying vendors, venue booking, ordering food/beverages, ensuring audiovisual support and creating event signage.
- Establish an event plan to support fundraising goals and create opportunities for audience participation

- Support Marketing and Development teams in the design and promotion of the event collateral
- Assist with on-site management, including set-up, tear-down and supervision of vendors/volunteer
- Maintain event records and reports detailing impact and participation

### **Young Professionals Board**

- Recruit and retain an active roster of Young Professional Board (YPB) members
- Plan and execute all four YPB board meetings
- Manage selection and running of YPB mentoring program and coordinate regular social events

### **Qualifications:**

- Two or more years of experience managing a nonprofit database, strong preference for Salesforce / NPSP experience
- A demonstrated commitment working with individuals living in poverty and a commitment to racial equity
- Excellent oral, written, and customer service skills. Friendly, composed, and client-centered demeanor in person and on the telephone
- Extremely organized and detail and deadline oriented
- A self-starter with the ability to take initiative, work independently, and be accountable
- Knowledge of and ability to create fundraising and donor analytics reports in a timely manner
- Sound judgment, tact, patience, and diplomacy in responding to a variety of situations and needs
- Energy, availability, and willingness to work evenings, odd hours, and weekends on the occasion of special events and meetings
- A bachelor's degree is preferred; a combination of some college and proven experience will be considered
- Valid driver's license and the ability and willingness to run errands and lift at least 40 pounds

### **Physical Demands and Working Conditions**

- 90% of work is performed in a home/work office environment.
- Travel (10%): Capacity to travel throughout greater Atlanta for meetings, events and service projects with occasional outdoor, direct-to-client program, or warehouse support.
- Occasional lifting and bending at various heights.

*The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.*