



Development Operations Coordinator

Global Village Project is seeking a **Development Operations Coordinator** to fill a full-time role within the organization. Under the direction of the Director of Development (DoD), your main responsibilities will be to manage all gift processing, acknowledgment letters, reports, data integrity, and support of the Development team through event planning duties. Your ability to pay close attention to details, work collaboratively, and communicate effectively will be critical to the success of this role.

Responsibilities:

Gift & Record Management:

- Manage all areas of the gift processing operation, including recording donations, depositing checks, checking USPS, donor acknowledgment letters, processing monthly credit card donations, updating gift records and constituent information, etc
- Manage donor acknowledgment letter processes including pulling/merging letters, proofing letters, printing, mailing, and sending letters weekly
- Utilize online reporting tools to review and process various types of gifts including wire transfers, stock gifts, matching gifts, and online transactions
- Record and manage gift tributes, such as honor and memorial gifts, and compile donor lists for publication in the annual report
- Manage all in-house mailing processes and reports
- Work with DoD and Major Gifts Officer on all event mailings and related communications, including pulling invitation addresses and tracking of event campaign success.
- Manage all pledge reminders and communication with donors on lapsed credit cards
- Coordinate closely with the accounting staff and DoD to reconcile gifts against the general ledger on a weekly and/or monthly basis
- Prepare and distribute daily and weekly gift reports, as well as other reports as requested by DoD
- Ensure timely and accurate updates of constituent records

Database Administration:

- Serve as Salesforce CRM administrator, expanding and enhancing GVP's data infrastructure and quality across departments and training other staff and interns on Salesforce CRM.
- Act as Primary staff member to enter development data as it is related to appeals, event attendance, actions, and other donor attributes

- Establish and refine systems of data capture and reporting related to community engagement, fundraising, and program data inventory.
- Support general technology adoption and digital knowledge management across the organization by providing knowledge of correct usage and collaborating on potential solutions within current technology systems.
- Other duties as required.

Event Support:

- Partner with the DoD to support the planning and execution of special events, including the organization's signature gala event (spring), the annual campaign walk (fall), and ongoing engagement events (including Authors' Teas).
- Actively research and identify event venues and vendors
- Monitor vendor contracts to ensure deliverables are being met and address any discrepancies
- Manage event CRM database for donations, sponsorship payments, and table and individual ticket sales
- Coordinate volunteer efforts with Volunteer Manager to ensure all events are appropriately staffed
- Prepare and present reports on event performances overall including attendance, budget utilization, ROI, and other key metrics to DoD
- Other event support as requested by the DoD to ensure a successful event

Required Qualifications and Skills:

- 2-3 years of related work or other experience in database management, use of technology, and/or project management
- Demonstrated ability to manage multiple projects at once
- Ability to analyze and extract data from various sources
- High degree of accuracy and attention to detail, with the ability to synthesize, analyze, and critique data
- Excellent organizational skills
- Strong data management skills, with knowledge of nonprofit best practices in data models, recordkeeping, and reporting.
- Orientation towards building and improving processes, infrastructure and workflows.
- Strong written and verbal communication skills, with an emphasis on interpersonal skills and the ability to thrive in a highly collaborative organization.
- Willingness to embrace an organizational culture that values transparency, open and constructive communication, and collaboration.
- Proficiency in working with multilingual, multicultural communities and a personal commitment to the principles of diversity, equity, and inclusion.
- Self-motivated and proactive commitment to ongoing learning and improvement, both as an individual and as part of a whole staff team.
- Demonstrated ability to maintain a high level of confidentiality
- Excitement about working in a small but mighty Development team, collaborating closely with one another and other staff to achieve GVP's sustainability goals.
- Fluency in written and spoken English.

- Irregular hours may be required on an occasional basis, including nights and weekends around Development events

Preferred Experience:

- Excellent computer skills and strong knowledge of Microsoft Office
- One or more years of Salesforce hands-on experience
- Certified Salesforce Administrator

Job Type: This is a full-time, non-exempt position that will be primarily onsite at our school in Decatur, GA.

GVP provides the opportunity to work within a vibrant community dedicated to teaching and learning, social justice, and service. Primary elements of the benefits package include:

- Salary of \$44,000 - \$47,000
- 20 paid personal days plus 12-16 designated paid holidays per year, with additional flexibility during summer hours
- Health insurance, including optional dental and vision coverage, and an HRA plan
- Paid parental leave
- Life insurance
- Support for professional development opportunities
- Limited telework opportunities

We are located in downtown Decatur, across the street from the Decatur MARTA station. The position requires a criminal background check.

To apply:

Interested candidates should upload their resume and cover letter to the [Development Operations Coordinator](#) Application Form. Resumes and cover letters can also be mailed to Global Village Project c/o William Fincher, P.O. Box 1548, Decatur, GA 30031.

About Global Village Project:

As the only school in the U.S. for refugee girls, Global Village Project removes the barriers to refugee girls' learning and amplifies their voices as creative young leaders. GVP's full day academic program serves 40-50 refugee young women from Clarkston, Georgia, and students pay no tuition. A model for innovative, equitable refugee education, GVP builds on our students' existing strengths to support them in becoming highly successful students and empowered citizens.

GVP is an equal-opportunity employer and does not discriminate on the basis of race, ethnicity, age, religion, social class, marital status, national origin, disability, gender, or sexual orientation. We are committed to fostering a culture of inclusion and encourage individuals with diverse backgrounds and experiences to apply. We especially encourage applications from women, people of color, and those with refugee and immigrant backgrounds who are excited about contributing to our mission.