Philanthropic Operations Manager

**POSITION:** Full-time Exempt  
**DEPARTMENT:** Philanthropy  
**REPORTS TO:** Vice President, Philanthropy

The Community Foundation for Greater Atlanta works to inspire and lead our region toward equity and shared prosperity for all who call our region home. We work with a shared commitment to the community working with residents, neighborhoods and civic leaders across public, private and philanthropic sectors to seize the greatest opportunities and solve the region’s most pressing challenges.

Reporting to the VP of Philanthropy, the Philanthropic Operations Manager must have a passion for donor service operations, processes, and continuous improvement. The ideal candidate will be team-service oriented, self-directed, and comfortable in a setting where they help to expand an emerging philanthropy program within an established nonprofit organization.

The Philanthropic Operations Manager will implement system improvements to ensure seamless integration of data and information related to donor acquisition and stewardship efforts including ensuring the integrity of all data related to development, revenue tracking, database management and reporting. They will manage and maintain efficient fundraising practices, systems and tools, including but not limited to gift processing and acknowledgements, customizing data, generating accurate reports, and tracking results and trends in data. As part of the philanthropy team, they will contribute to long-term and annual revenue goals. As a lead collaborator with the finance department, they will ensure accurate budgeting and reconciliation.

**Essential functions of position:**

- Develop and maintain philanthropic data systems and processes that enable operational excellence and efficiency.
- Project manage the planning and execution of philanthropic virtual and in-person events for new and current donors.
- Support the VP of Philanthropy in donor and co-investment partnership research, cultivation and stewardship.
- Serve as an expert on the CRM systems within the Philanthropy team, assist in its use, and ensure all appropriate utilization by all staff to help fundraising efforts.
- Create written policies for gift/record creation in CRM for consistency.
- Oversee and manage ongoing processes for data hygiene and audits (including Raiser’s Edge, Donor Central, FIMS and other research & evaluation tools), including prospecting, identifying donor biographical information and potential duplicate records, as well as coordinating with cross-department teammates ensuring data is current with appropriate data integrity protocols.
- Standardize philanthropic systems e.g., donor relations, DAF setup, Foundant deployment.
• Maintain data relating to donor-related events and direct mail campaigns, including producing and tracking reports, mailing and email lists, and donor lists for communications, including detailed segmentation groups based on previous giving and engagement, committees, event invitations, and internal use.
• Manage all gift receipting and acknowledgement processes, including providing prompt, accurate, and tailored acknowledgement letters for select donor gifts.
• Build donor lists for annual solicitations and event invitations.
• Develop and improve source-based tracking systems for gifts (i.e. campaign tracking), including pulling regular year-to-date (YTD) reports that accurately reflect progress on goals for the VP of Philanthropy and Directors.
• Collaborate with the finance department to track and manage all pledges and gifts, producing revenue reports for internal distribution; regularly meet with Finance team to reconcile revenue in the accounting system.
• Build operational processes and policies identifying operational improvements to create efficiency and effectiveness; including partnering with marketing, community, IT, and finance.
• Manage routine revenue forecasting with all frontline fundraisers.
• Create a regular reporting structure and dashboards that allows the retention and acquisition team members to track progress to the goal/KPI’s (with previous year comparisons).
• Support fundraising operations, including pipeline management, proposal and grant report writing.
• Facilitate weekly moves management meetings with both teams.
• Design and lead department trainings on tools, processes and other technologies to advance work of department for potential and current donors to meet the goals of the organization.
• Other duties as assigned.

Qualifications:

• 6+ years’ experience related to the duties and responsibilities outlined in this profile with bachelor’s degree in social services, human services, community development, public policy or related field(s) related to the position; or 8+ years’ relevant experience. Foundation or philanthropic development in community-based and/or nonprofit organizations highly preferred.
• Strong knowledge of current industry standards and best practices in development operations
• Highly organized and able to track and manage multiple projects simultaneously, including ability to prioritize work projects and meet deadlines
• Eagerness to work collaboratively in a fast-paced, team-oriented, and goal-driven environment with the utmost level of integrity
• Demonstrated experience in creating and monitoring a donor pipeline
• Demonstrated critical thinking skills to analyze data and understand its relationship to the overall fundraising objectives
• Experience in project management, budget, and events management
• Flexible, resourceful, creative self-starter able to prioritize and manage multiple tasks and competing priorities and to use data in decision-making processes
Excellent written and oral communication skills; ability to distill and explain complex information, data and technical details to a multiplicity of audiences and partners

Solid problem-solving skills with a willingness to be flexible and proactive in a fast-paced workplace; strong analytical and evaluative skills

High emotional intelligence and solid interpersonal skills, ability to work with a variety of community, public and private sector partners

Clear commitment of equity of opportunity, supported by a record if impact in areas relevant to the Foundation's evolving strategy, as well as a genuine respect for diversity, equity and inclusion

Proficiency in Microsoft Office Suite including Outlook, Excel, PowerPoint and Word. Experience in use of philanthropy records systems, e.g., Raiser's Edge, Salesforce, Donor Central, FIMS and other Blackbaud philanthropy products preferred

Other:

All employees are required to be fully vaccinated against COVID-19 (medical and religious exemption accommodation possible) within 30 days of hire.

The Community Foundation operates in a hybrid working environment with staff working in-office three days per week with the opportunity to work two days remote per week if in good standing.

Compensation:

To be determined based upon experience and qualifications within the anticipated salary range of $80,000-$85,000. This position is exempt and employee is eligible for the Foundation's competitive health and benefits plan:

- Paid time off:
  - Two weeks accrued paid vacation
  - Two weeks accrued paid sick leave
  - Four mental health days
  - Two personal days
  - Two floating holidays
  - Ten holidays

- Benefits:
  - All benefits effective on date of hire – no waiting period
  - 100% employer-paid benefits (medical, dental, vision) for employee-only insurance plans
  - 100% employer-paid life insurance and AD&D
  - 100% employer-paid short-term disability and long-term disability
  - 100% employer-paid parking downtown Atlanta or monthly MARTA card
  - Affordable plans for legal insurance, critical illness, supplemental life, and more
  - Employee Assistance Program

- Retirement:
  - Immediate eligibility for employee contribution to 403b plan
After two-year anniversary with organization, all employees receive an employer-paid contribution of 6% of their salary to a SEP-IRA plan regardless if the employee contributes to retirement.

Culture and Development:
- Individual Development Plans (IDPs) for each team member including trainings, resources, development opportunities, etc.
- Two wellness rooms for mental health with self-care items
- Fun monthly employee engagement activities

To Apply:

To submit an application for this position, send your resume via email to hr@cfgreateratlanta.org with the subject line “Philanthropic Operations Manager.”

Due to the volume of candidates, we are unable to provide status updates to applicants or accommodate phone calls or walk-ins regarding open positions.

The Community Foundation for Greater Atlanta provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Community Foundation for Greater Atlanta values diversity and inclusion; we honor the diverse needs, strengths, voices, and backgrounds of all individuals in our regional community.