



Development Operations Manager

Madeira is seeking a Development Operations Manager to join the Development Office. The Madeira School is one of the country's premier girls boarding/day schools with more than a century of delivering on its mission of launching young women who change the world. Located just outside of Washington, DC, on the banks of the Potomac River, in McLean, VA, Madeira enrolls 325 students in grades 9-12.

The successful candidate will be responsible managing office operations in support of the Development Office and its programs. The position will provide oversight and maintenance of the Raisers' Edge database ensuring reliability and functionality of data; management of the gift entry and acknowledgement process; maintenance of policies, procedures and systems; production of reports; oversight of the annual audit; oversight of other administrative areas within the office, including mail and office supplies.

Responsibilities include:

- Oversees the management and upkeep of the RE database including clean-up, standardization of data entry and ensuring the accuracy and integrity of the data; trains new staff on use of Raiser's Edge
- Establishes, in partnership with development leadership, the best strategies for coding, tracking and reporting of donor and gift data
- Manages annual database transitions (i.e. entering new parents, changing current parents to past parents, etc.)
- Produces fundraising and other analytical reports for the office on an ongoing, and as needed basis
- Coordinates with the business office on the annual audit and provides any needed reports
- Regularly pulls email and mailing lists for specific fundraising programs and for communications office outreach as needed
- Trains and manages the Gifts and Acknowledgements Coordinator
- Manages the gifts processing system, ensuring that gifts are, entered accurately into RE, and that acknowledgement letters and receipts are sent promptly to donors
- Performs gift batch entry and letter acknowledgement during peak times in the office and during absence of gift administrator
- Implements pledge reminder process for all development programs
- Creates reports, queries and exports as needed
- Prepares financial reporting for data driven surveys to NAIS, AISGW, VAIS and peer schools
- Manages the annual report process which includes donor lists and annual giving summaries
- Provides input for board presentations and analysis as requested
- Oversees and maintains Development Office policies and procedures for document retention, database, gift entry and acknowledgments, etc.
- Oversees the online gift process
- Keeps pace with technological and software advances; makes recommendations for new products

and helps integrate them into the development office

- Liaises with Blackbaud, iwave, Evertrue, Give Campus, Network Merchants, etc. and manages these vendor relationships

Requirements:

- Bachelor's degree
- 3-5 years of experience in a fundraising office preferred; previous experience in a school or university development operation helpful; 2-3 years of database management
- Previous experience with Blackbaud's Raiser's Edge required; proficiency in basic data management systems, and basic computer applications; willingness and ability to learn additional applications as needed
- Knowledge of development operations
- Excellent communication and interpersonal skills; ability to be diplomatic and demonstrate mature judgment; exceptional customer service
- Ability to work independently and as part of a team in a fast paced and collaborative environment
- Excellent organizational skills with a particular ability to multi-task and prioritize work; attention to detail and ability to follow through
- Skilled in MS Office Suite of products
- Demonstrated analytical and strategic thinking capabilities.
- Ability to handle sensitive and confidential matters with appropriate discretion
- Ability to be a practitioner of diversity, equity and inclusion
- Willingness and ability to work flexible work schedule, including occasional evenings and select weekends
- Appreciation of and commitment to boarding and/or single sex education, diversity and to serving the needs of a diverse population

To apply, please submit your cover letter and resume to hr@madeira.org.