

Senior Manager, Development Operations

(Full time, Hybrid)

About Read Ahead

Read Ahead is dedicated to helping New York City youth strengthen the literacy and social-emotional skills they need to thrive in school and beyond. Read Ahead's vision is that our students have the opportunity to unlock their full potential through mentoring relationships based on a love of reading.

Since 1991, Read Ahead has connected public elementary school students with caring mentors from leading corporate and community partners. During weekly virtual sessions, mentors and mentees read together, discuss books and their lives, and engage in fun and educational games and activities. Read Ahead sessions are designed to help children grow their confidence, love of reading, literacy skills, and other skills essential for success. For more information, please visit readahead.org.

With the development of our new virtual program in 2020, and our anti-racism and anti-oppression commitments, Read Ahead has an opportunity to deepen our impact for students. We are committed to ongoing improvement as an organization, and are eager to take bold new steps to create better outcomes for the students, families, and schools we serve.

About the Senior Manager, Development Operations

Read Ahead is seeking a full-time Senior Manager, Development Operations (SMDO) to play a vital, capacity-building role on our small and results-oriented fundraising team.

This SMDO position may be a great fit for you if you:

- Have experience with donor database management, donor stewardship, and development operations, and are ready to take on more responsibility as part of a high-growth team
- Love creating organizational systems, improving efficiency, and being the go-to person when someone on your team has a question about a donation or process
- Get excited when you have the opportunity to dive into a dataset and seek out new information or understanding to help drive results
- Bring a high level of dedication and excellence to tasks and projects, regardless of whether you are playing a lead or supporting role
- Are passionate about equity in education and want to contribute to an organization focused on supporting New York City students and public schools

This is a new position that will report directly to the Managing Director, Development & Communications. This is a hybrid position, with some in-person work required, primarily in Manhattan.

Responsibilities

Donor Database Management and Gift Processing

- Responsible for the gift entry process from start to finish ensuring accurate and timely data entry and gift processing
- Develop processes to maintain accurate donor records in accordance with donor's intent and related best practices
- Perform regular database maintenance to ensure data accuracy (e.g. resolve duplicate entries, connect household members, capture contact information from other sources, etc.)
- Prepare and submit all paperwork related to matching gifts, create invoices, and send donor acknowledgements in a timely manner
- Manage data and integrations across various platforms (e.g. Mailchimp, Kindful, Classy) and develop expertise to troubleshoot issues as they arise

Reporting and Analytics

- Track progress towards revenue goals, including monthly reports, real-time reports during campaigns, and provide other reporting as-needed (e.g. monthly volunteer hours reporting, donor engagement reports, etc.)
- Review monthly revenue reports prepared by our external accounting firm, and reconcile donation information with internal tracking
- Create segmented donor lists in the database and related systems (e.g. Mailchimp), and leverage built-in reporting to help drive data-informed decisions
- Maintain or create dashboards to track key supporter information such as board and Junior Board give / get tracking, peer-to-peer campaign performance, and other data needs developed in collaboration with the Development & Communications team
- Collaborate with other team members to create and analyze supporter surveys
- Build visual dashboards to communicate donation trends to leadership, board members, and other team members

Team Operations and Collaboration

- Serve in a key support role during Read Ahead's annual gala, including overseeing attendee registration, the live pledge process, and supporting corporate and individual donor engagement
- Provide operations and logistics support for fundraising and volunteer engagement events, including purchasing supplies, liaising with vendors and venues, coordinating shipments or messenger service, and providing day-of event support
- Participate in the annual audit process by providing revenue documentation and responding to inquiries from the external auditors
- Be a collaborator and thought-partner to the Development & Communications team and to organizational leadership by sharing operational insights, expertise, and perspective
- Other duties as assigned

Qualifications

Position-specific Qualifications

- At least 3-5 years of donor data management and analysis experience in a nonprofit organization required; experience with Kindful, Classy, & Mailchimp a strong plus
- Expertise with generating donor segmentation lists including data manipulation and pivot table skills in Excel and Google Sheets required
- At least 3-5 years of experience with donor acknowledgements and stewardship
- Highly organized individual with strong attention to detail, the ability to manage multiple systems, and project-management skills
- Ability to learn & leverage technology to support team collaboration required
- Prior experience with Google Suite and fundraising CRM databases (Salesforce, Raiser's Edge, Kindful, etc.) required
- Prior experience with online fundraising tools (e.g. Classy), survey tools (e.g. SurveyMonkey), and project management tools (monday.com, Asana) a strong plus
- Familiarity with Community-Centric Fundraising principles a strong plus

Read Ahead General Qualifications

- Passion for Read Ahead's mission
- Experience with and committed allyship to communities and students of color
- Ability to think strategically, understand the big picture, collaborate effectively with internal and external stakeholders, and implement vision
- Highly self-aware and reflective with the ability to give and receive feedback
- Familiarity, comfort, and ability to thrive within a small, dynamic team

Hybrid Work Policy

As an organization that partners with New York City public schools, afterschool service providers, families, corporate partners, and other stakeholders, Read Ahead recognizes that in-person work is required to achieve our mission moving forward. We have adopted a hybrid work policy to allow us to continue our work with students and schools as safely as possible.

The Development Manager will typically work approximately 2-3 days/ week in-person to perform essential job responsibilities, but may work up to 5 days/ week in-person during busy times of the year, with a schedule determined by organizational needs and approved by the Managing Director. Essential in-person responsibilities for this role include, but are not limited to: meetings, regularly scheduled in-office days, and events.

In addition to the essential in-person job responsibilities described above, this role also includes other essential functions which may be performed remotely.

Salary and Benefits

\$80,000 - \$85,000 / year. Competitive benefits package:

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- 90% health and 100% dental care coverage
- \$3,000 annual employer-funded HRA

- Eligibility to contribute to 403(b) with up to a 3% match by Read Ahead for all employees who are employed on the last day of the calendar year (e.g. 12/31/2023)
- Eligibility to participate in pre-tax My Commuter Check program
- Pre-tax FSA and Vision Plans offered
- Vacation day accrual based upon employment anniversary date; during the first year employees accrue 15 days per year and after the first year accrue 20 days per year
- 10 sick days and 3 personal days per year
- The Read Ahead office is closed between Christmas Eve and New Year's Day each year, and for all federal holidays

How to Apply

Please submit a resume and cover letter to Ariel Grace (Managing Director, Development & Communications) at www.readahead.org/join-our-team/apply. In your cover letter, include why you are interested in working for Read Ahead and why the Senior Manager, Development Operations role is a good fit for you.

Applications will be reviewed on a rolling basis until the position is filled. No phone calls please.

Read Ahead provides equal employment opportunities (EEO) to all employees and applicants without regard to race, color, ethnicity, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status or any other protected characteristic as established by applicable law. We seek to build a diverse staff representative of the communities we serve. All qualified applicants are strongly encouraged to apply.

Read Ahead is an Equal Opportunity Employer.