

THE ORGANIZATION

Feeding Westchester is looking for people with the passion, courage, and creativity to create meaningful change in the lives of others. As a member of the Feeding America network of food banks and Westchester County's leading hunger relief organization, we moved nearly 22 million pounds of food to agencies and partners across Westchester County, including food pantries, soup kitchens, senior centers, and schools last fiscal year. We supplied 18.2 million meals to children, families, and seniors, mobilized 11,000 volunteers, and raised over \$12 million in donations to help end hunger.

Feeding Westchester's mission is to nourish our neighbors in the fight against hunger. As the heart of a network of more than 200 partners, we source and distribute food, and other resources, to communities across Westchester. We envision a community where all people have access to the food they need today, and the fundamental resources to build a better tomorrow.

THE OPPORTUNITY

Feeding Westchester has an exciting opportunity for a strategic thinking and mission-driven professional fundraising data expert. The Director of Development Operations will report to the VP of Development and plays a critical role in leading Feeding Westchester's development data needs, ensuring the effective operation of systems with a primary focus on donor experience. This role guides and partners with the department in evaluating business needs for managing constituent relationships, usage of technology, and utilizing data to inform strategic direction. This position evaluates and develops guidelines and protocols and implements strategy for best practices.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

The Director will be a member of the Development leadership team and will provide strategic guidance as it relates to data analysis, prospect management process and reporting. The Director will manage the Manager of Campaign Operations and the Associate of Campaign Operations, along with temporary/seasonal help when deemed necessary.

Planning and Strategy

- Responsible for all components of the development operations business functions in alignment with industry best practices.
- Optimize current systems and processes.
- Provide expertise in data analysis.
- Evaluate and update departmental infrastructure and processes.
- Ensure implementation of best practices throughout business function.
- Develop system guidelines and protocols.
- Alongside Business Solutions team ensure appropriate platforms and systems are appropriately acclimated throughout department.
- Demonstrate a core value of diversity by modeling, and ensuring within your team, that the following competencies are part of the culture: respect, inclusiveness, reflecting, valuing, and welcoming of cultural differences regardless of age, color, disability, gender, gender identity or expression, social class, marital status, national origin, race, ethnicity, religion, sexual orientation, veteran status, height, weight, nationality, age, language, origin or employment status.

*Performs other related duties and assignments as needed, and always works in a collaborative manner with the development department and organization.

POSITION REQUIREMENTS

Preferred Knowledge

- Proficient in Raisers' Edge (RE) software or comparable donor database
- RE Professional level certifications *Preferably*
- Familiarity with NetSuite, Fundraise Up, Omatic
- Highly efficient with Microsoft Office, and familiar with Microsoft Teams and Adobe

Required Education/Experience

- Must have 5+ years of increasing levels of responsibility. Comprehensive understanding of prospect research principles, wealth indicators, database management, fundraising strategies, traditional as well as online resources, and federal and state privacy regulations as apply to fundraising.
- Knowledge and experience with non-profit data best practices.
- Raisers' Edge certification preferred but not required.
- Bachelor's degree or equivalent combination of education and experience.
- Demonstrated ability to manage projects and juggle multiple tasks.
- Strong problem-solving skills.

- Ability to develop and interpret documents such as procedure manuals. Ability to synthesize complex ideas and data into concise yet motivational proposals to secure philanthropic support.
- Ability to speak effectively with individuals of varying backgrounds and levels of sophistication.
- A valid driver's license and use of a vehicle to travel is required along with the ability and flexibility to travel independently in the daytime and evenings (including occasional weekends) to destinations and events throughout Westchester County.

Physical Requirements

- Ability to lift, carry, and set up a variety of promotional materials including electronics, materials in boxes, and table top screens (weighing up to 50 pounds).
- Ability to pack, unpack and put away various materials.
- Prolonged standing, walking and bending in addition to sitting in front of a computer.
- Ability to access, research, read, review, enter and retrieve information from computer, hard copies and desk top publishing systems.
- Ability to give regular communications in person, writing, by email and by telephone.
- Ability to access all work sites of the agency.
- Ability to work in below 0 F temperatures for short periods of time.

Working Conditions

- Working inside the Feeding Westchester offices a warehouse environment.
- Working outside in all weather conditions in all Westchester communities.
- Travel throughout Westchester County.
- Ability to work irregular or extended hours including some evenings and weekends.

ABOUT US

Feeding Westchester provides a competitive benefits package including paid time off, Medical/Dental/Vision coverages, 403(b) retirement plan with discretionary employer contribution, company-paid Life and LTD insurances, an Employee Assistance Program (EAP), and other ancillary benefits. Feeding Westchester is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services or any other category protected by law.

Feeding Westchester is committed to continually working to ensure we have an equitable and inclusive environment in place to support our diverse team. We strive to create professional growth paths for all who want them and a just culture that will support both internal collaboration and the work we do for our local community.

The purpose of this job description is to provide an overview of the scope of the position. This is not a comprehensive list of duties/responsibilities. Other duties and responsibilities may be assigned.

SALARY RANGE: \$100-120k (Negotiable based on experience)

Are you ready to work on fighting hunger? If so, apply here: