



## Mission

To invest in the dreams of families in the world's underserved communities as we proclaim and live the Gospel.

## Method

We share the hope of Christ as we provide biblically based training, saving services, and loans that restore dignity and break the cycle of poverty.

## Motivation

The love of Jesus Christ motivates us to identify with those living in poverty and be His hands and feet as we strive to glorify God.

# Associate Development Operations Advisor

## JOB DESCRIPTION

The associate development operations advisor strengthens HOPE's fundraising work by operating the behind-the-scenes systems, processes, and coordination that help our team show up well for donors and partners. This role supports regional fundraising efforts through leveraging emerging AI technology to promote operational excellence—planning, documentation, communication support, and special projects—so that donor relationships are marked by attentiveness, clarity, and trust.

LOCATION:	Lancaster, PA
DEPARTMENT:	Advancement Operations
REPORTS TO:	Assistant Advancement Operations Manager
BAND:	Professional
STATUS:	Non-exempt, full-time, domestic employee

## FULL SUMMARY

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The associate development operations advisor supports HOPE International's development team by ensuring that operational work, planning, and coordination are handled with excellence and care. In this role, AI-supported tools are used thoughtfully to increase efficiencies and absorb procedural, repetitive, and preparatory tasks—creating more space to focus on relationships, discernment, and donor stewardship.

## RESPONSIBILITIES

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Promote and contribute to the fulfillment of HOPE International's mission and vision.

### **Operational & Team Support**

Use approved AI tools to draft materials, organize information, summarize updates, and support planning.

With the use of AI, improve and document team workflows that remove friction for greater efficiency.

Design and execute strategic projects as directed by advancement operations team leadership.

Coordinate logistics for annual retreats.

Attend monthly team meetings, bi-weekly staff meetings, weekly staff prayer and devotions and two weeklong staff retreats annually.

### **Support Regional Development Efforts**

Use systems and AI-supported tools to thoughtfully resource regional representatives, reducing administrative load and strengthening relational engagement across regions.

Assist regional representatives with donor touchpoints, coordination of small donor gatherings, and accurate entry of engagement information to ensure strong follow-up and stewardship.

Enter and maintain accurate donor and engagement data in Salesforce.

Prepare reports that equip regional representatives with clear insight for planning and stewardship of donors.

### **Event Support**

Lead end-to-end operational coordination for regional events—including planning timelines, logistics, and follow-through—so donor-facing moments are marked by clarity, excellence, and care.

Use Asana, Salesforce, and AI to manage timelines, task coordination, summaries, and data integrity in service of relational and donor-centered work.

## QUALIFICATIONS

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Personal confession of Christian faith and commitment to the mission and vision of HOPE International.

Bachelor's degree.

Relational posture while also valuing systems and process.

Tenacious and steady worker with high attention to detail and a strong commitment to timely, accurate follow-through.

Excellent written and oral communication.

Demonstrated ability to learn and responsibly use AI-supported tools to reduce administrative burden and support relationship-centered work.

Familiarity with project management tools and CRM systems; experience with Asana and Salesforce preferred but not required.

Ability to travel around 6 times a year for events and team retreats.

## HOW TO APPLY

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Apply online at [hopeinternational.org/take-action/careers](https://hopeinternational.org/take-action/careers). Due to the anticipated volume of candidates, we are unfortunately unable to respond to phone calls or individual inquires.