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.

Development Operations Advisor

JOB DESCRIPTION
The development operations advisor will champion HOPE’s advancement efforts in donor care and communication, event planning, data documentation, and special projects.

LOCATION: Remote U.S.
BAND: Professional
DEPARTMENT: Development
REPORTS TO: Senior Development Operations Manager
CATEGORY: Full-time, domestic, non-exempt employee

FULL JOB SUMMARY
The development operations advisor is responsible for managing and optimizing the development team processes, contributing to the functions of the development operations team, partnering in regional development efforts, and supporting team-wide advancement strategy and systems.
RESPONSIBILITIES

Promote and fulfill the mission and vision of HOPE International and equip the development team to meet their annual fundraising goal thereby impacting the lives of HOPE’s clients.

Maintain systems and operations for the broader development team

Identify, develop, and execute processes for greater efficiency within the development team

Maintain and update policies and procedures for all development database systems

Manage strategic projects as directed by the sr. development operations manager and advancement strategy and systems specialist

Work with development operations team to enhance team-wide processes and overcome inefficiencies in workflow

Coordinate logistics for the annual retreats

Maintain team methods for sharing files and materials. Maintain content and data for external development materials including direct mail, campaign-specific, and project-specific materials

Maintain the onboarding process for new development team members through outlook, wrike and box and partner with new regional representatives as they walk through the onboarding process

Support the development team in other pursuits as needed (which may include working on travel arrangements, local board processes, or training opportunities)

Support the development team as needed on specialized giving product efforts

Schedule and coordinate team meetings, projects and deadlines

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

Support the regional efforts of development representatives

Liaise with representatives to provide operational support that creates efficiency and increases relational connectedness with HOPE donors. This includes but is not limited to regional strategic planning, donor care, data management in Salesforce, booking travel, etc.

Represent and liaise for representatives in setting and running important meetings and virtual events

Support representatives’ donor care efforts through reporting, updating campaigns and general CRM documentation

Help execute email or mail supporter touchpoints to share invitations and field updates
Support regional HOPE Events

Serve as event lead for regional events for the regional representatives on your team including but not limited to pre-event planning, coordinating with the marketing team, event production and post event planning

Manage planning stages for fall major regional events which may include preparing templates and task lists, managing registrations, in person event support and supporting silent auctions

Maintain event coordination plans in Wrike and ensure that all event participants are informed, equipped and responsible for their roles in the event

Travel and serve as event lead for about four regional events during the fall major regional event season

Support regional event follow up for the reps on your team

Grow in knowledge of around best practices for events and event logistics and planning

QUALIFICATIONS

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

Methodical, process-oriented mind and high attention to detail

Ability to synthesize information and create order; experience designing and sustaining systems for maximum efficacy

Strong organizational and interpersonal skills

Excellent oral and written communication skills

Proficient in project management skills

Comfort in dynamic (and likely remote) work environment

Creativity, curiosity, and resourcefulness

Bachelor’s degree

Experience with Salesforce/other CRM and project management tools preferred

HOW TO APPLY

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