

Title: Senior Director of Development Operations & Portfolio Strategy

Reports to: Vice President of Development

The Ability to Share the Gospel of Jesus Christ with Others.

First and foremost, the Senior Director of Development Operations must be able to effectively minister and communicate to listeners and others in the community what it means to follow Jesus Christ wholeheartedly. This must come, not simply from head knowledge, but from a vibrant and active daily walk with Jesus Christ as personal Savior and belief that the Bible is the inerrant Word of God.

Under the direction of the Director of Spanish Ministries, will glorify God by encouraging the most Spanish-speaking people possible while connecting our community and pointing people to Jesus Christ.

Position Summary

The Senior Director of Development Operations & Portfolio Strategy is a key leadership role responsible for ensuring the effectiveness, efficiency, and accountability of the Development Department. This individual partners closely with the Vice President of Development to translate vision and strategy into operational excellence. The Senior Director oversees systems, processes, and team workflows that support donor cultivation, events, campaigns, and major gift initiatives, enabling gift officers and visionary leaders of the organization to focus on building strong donor relationships and advancing the ministry's mission. This individual plays a pivotal role in driving fundraising effectiveness through disciplined portfolio management, actionable reporting, accountability and data integrity. Serving as a strategic partner to the Major Gift Officers (MGOs), this role ensures portfolios remain balanced, active, and data-informed. The Senior Director leads portfolio review processes, identifies and qualifies new prospects, and provides analytical insight that drives donor strategy.

Key Responsibilities

Operational Leadership & Management

- Design, improve, and manage systems for donor engagement, reporting, portfolio management, and stewardship.
- Lead portfolio management meetings with Major Gift Officers (MGOs) to assess activity, pipeline movement, and fundraising progress.
- Oversee calendaring, workflows, and project management for the Development team.
- Establish accountability structures to ensure gift officers are meeting activity and fundraising goals.
- Provide leadership for Development staff meetings, pipeline reviews, and performance tracking.
- Supervise Development support staff, ensuring administrative tasks are executed with excellence.
- Balance data-driven insights with relational context shared by Major Gift Officers to inform strategy and decision-making.
- Demonstrate a personable, servant-hearted, team player attitude.

Event & Campaign Coordination

- Own timelines and oversight for major donor events, campaigns, and initiatives.
- Collaborate with MGOs on pre- and post-event strategies, ensuring meaningful donor follow-up and cultivation.
- Integrate event outcomes and engagement data into the CRM to support ongoing relationship management.
- Ensure all details align with organizational priorities, deadlines, and donor experience goals.

Data & Reporting

- Serve as the primary manager of the donor database, ensuring data integrity, accuracy, and usability.

- Develop and maintain dashboards and reports that inform decision-making, track performance, and identify opportunities for improvement.
- Oversee donor database maintenance, reporting, and metrics that drive informed decision-making.
- Provide the Vice President of Development and executive leadership with clear, actionable fundraising dashboards.
- Analyze giving trends and identify potential opportunities to improve donor retention, lift and acquisition.
- Analyze data to identify new prospects and recommend portfolio adjustments that strengthen fundraising results.

Collaboration & Communication

- Serve as a bridge between Development, Marketing, Spanish Ministries, and Programming to ensure alignment across all departments.
- Ensure consistent, timely communication between the VP of Development, major gift officers, and support staff.
- Translate strategic priorities into clear assignments, deliverables, and measurable goals for the team.

Qualifications

- Bachelor's degree required; advanced degree or fundraising certifications preferred.
- 7+ years of experience in nonprofit development operations, prospect management, or fundraising analytics.
- Proven ability to design and manage systems, processes, and reporting tools that drive fundraising performance.
- Strong analytical, organizational, and project management skills, with the ability to interpret and present data to guide strategy and execution.
- Excellent facilitation and communication skills; able to collaborate effectively with leadership and colleagues at all levels.
- Demonstrated ability to lead teams and peers through influence—guiding peers, facilitating accountability, and coaching colleagues toward shared goals.
- High level of proficiency with donor databases (e.g., Raiser's Edge, DonorPerfect, Salesforce NPSP, Virtuous) and project management tools.
- Demonstrated understanding of major gift fundraising cycles, pipeline management, and donor cultivation strategies.
- Experience in a Christian ministry or mission-driven nonprofit strongly preferred.
- Committed follower of Christ with alignment to the organization's statement of faith and values.

Key Competencies

- **Operational Excellence:** Builds and manages systems that drive efficiency, accountability, and data integrity across the Development function.
- **Leadership & Influence:** Leads teams and peers through collaboration and data-informed coaching to achieve shared goals.
- **Strategic Execution:** Translates vision into actionable plans, connecting strategy to measurable results.
- **Collaboration:** Works effectively across departments and with senior leaders to ensure alignment and momentum.
- **Stewardship Mindset:** Demonstrates passion for supporting donor relationships through disciplined, behind-the-scenes excellence.
- **Analytical Insight:** Interprets data and trends to inform strategy and improve portfolio and campaign performance.

Impact of the Role

By ensuring smooth operations and strong focus within the Development Department, the Senior Director of Development Operations empowers the Vice President of Development and Major Gift Officers to focus on cultivating and deepening relationships with donors, ultimately advancing the ministry's mission to share the hope of Christ.

Ministry Qualifications

- A ~~born-again~~born-again believer of Jesus Christ with a strong and growing walk with the Lord (Romans 3:23, Romans 6:23, Romans 5:8, Romans 10:13, Romans 10:9-10)
- A heart for service, with Jesus Christ serving as our example (John 13:1-17)
- Committed to uphold and integrate the Encouragement Media Group model of pointing people to Jesus as a core process and belief. This includes communicating the heart of the Gospel while with listeners in person, by phone, social media, letter or other form of communication. (Mark 16:15, Psalm 96:3)
- Willingness and eagerness to pray to God the Father, through His Son Jesus Christ, verbally (out loud) for and with fellow staff members, listeners and people in the community.
- Ability to answer basic questions about the Christian faith and explain to someone how they can become a Christ-follower.
- Agreement with and a willingness to hold to the Encouragement Media Group Statement of Faith in both belief and practice.
- Willing and committed to hold to the policies described in our employee manual.
- Willing and able to lead and participate in required staff prayer times and Bible-based devotionals in the context of our beliefs as outlined in our Statement of Faith.
- Commitment to be active in a local Bible-believing church, recognizing the importance of such a commitment. (Hebrews 10:25, I Timothy 5:17)

I understand the requirements of this position and am capable of performing these tasks.

- C = Constantly (At least Daily) F = Frequently (At least Weekly) O = Occasionally (At least Monthly) R = Rarely (Annually)

*Essential Physical Effort / Working Conditions Marked with an asterisk *

Physical Demands:

Standing*	F
Walking	F
Sitting*	C
Lifting	F
Carrying	F
Pushing*	O
Pulling*	O
Climbing	O
Balancing	O
Stooping	O
Kneeling	O
Reaching*	O
Fine-Motor Handling*	C
Time-Sensitive Reactions*	C
Feeling*	O
Talking*	C
Rep. Motion*	C
Eye / Hand Coordination*	C
Eye / Foot Coordination	F

Vision/Sight/Hearing:

Vision-Far Acuity*	F
Vision-Near Acuity*	C
Vision-Depth Perception*	C
Vision-Peripheral	C
Color Vision*	C
Listening*	C
Hearing Acuity	C

Environmental Conditions:

Extreme Cold	O
Extreme Heat	O
Temp Changes	O
Humid	O
Noise*	F
Vibration	O
Work Alone and Around Others*	F
Time-Sensitive Deadlines*	F

Travel Requirements:

Local day trips	O
Overnight	O

Physical Strength:

Sedentary Work*	C
Light Work*	F
Medium Work	F
Heavy Work	O
Very Heavy Work	R
Amount / pounds lifted	50
Amount / pounds carried	50

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Employee Signature: _____ Date: _____