I. Senior Director of Development Operations

Reports to: Vice President of Development

A. POSITION OVERVIEW

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.

Position Summary

The Senior Director of Development Operations 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.

B. RESPONSABILITIES AND DUTIES

Operational Leadership & Management

- Design, improve upon, implement, and manage systems for donor engagement, reporting, and stewardship.
- Oversee calendaring, workflows, and project management for the Development team.
- Establish accountability structures, ensuring gift officers are meeting activity and fundraising goals.
- Provide leadership for Development staff meetings, pipelines, and performance tracking.
- Supervise Development support staff, ensuring administrative tasks are executed with excellence.

Event & Campaign Coordination

- Owns timelines and oversight for major donor events, campaigns, and initiatives.

- Coordinate pre- and post-event donor follow-up activities in collaboration with gift officers.
- Ensure all details are aligned with organizational priorities, deadlines, and donor experience goals.

Data & Reporting

- Oversee donor database integrity, 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.

Collaboration & Communication

- Serve as a bridge between Development, Marketing, and Programming to ensure alignment across all departments.
- Ensure consistent, timely communication flow between the VP of Development, major gift officers, and support staff.
- Help translate strategic plans into clear assignments and deliverables for the team.

Key Competencies

- Operational Excellence: Ability to build systems that drive efficiency and accountability.
- Leadership & Management: Skilled in supervising and directing staff to help achieve maximum impact.
- Strategic Execution: Can translate vision into actionable plans.
- Collaboration: Works well across departments and with senior leaders.
- Stewardship Mindset: Passionate about supporting donor relationships through behind-the-scenes excellence.

II. Qualifications

- Bachelor's degree required; advanced degree or fundraising certifications preferred.
- 7+ years of experience in nonprofit fundraising operations/project management.
- Proven ability to manage teams, systems, and processes with excellence.
- Strong organizational, analytical, and problem-solving skills.
- Excellent written and verbal communication skills.

- High level of proficiency with donor databases (e.g., Raiser's Edge, DonorPerfect, Salesforce NPSP, Virtuous) and project management tools.
- 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.
- Right to work in the U.S.A.

IV. Ministry Qualifications

- A 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**

Signature: _____ Date:_____