



Development Operations Coordinator

Augustine Literacy Project® – Charlotte (ALP) is a Charlotte-based non-profit with a mission to improve the reading, writing, and spelling skills of young, aspiring readers in under-resourced communities by providing free, long-term, one-on-one instruction from highly trained tutors. ALP pursues this mission utilizing a one-on-one tutoring methodology for students in first, second and third grades built on the research-based Orton-Gillingham method. ALP's vision is that all children have access to reading instruction that meets their individual needs and improves their opportunities to be successful in school and in life.

Overview

ALP is seeking a full-time Development Operations Coordinator. This position reports to the Director of Development and will support all efforts related to fundraising, communications, events, and member/donor relations. This organized and reliable individual will be part of the Development Team, responsible for managing and optimizing ALP's development data and process to increase fundraising revenue and ensure an excellent donor relations experience. This person should have a passion for ALP's mission and belief that effective reading instruction can change the trajectory of a child's life.

Responsibilities

- Act as database administrator/manager for ALP's CRM, Bloomerang.
- Manage all aspects of the gift entry and donor acknowledgement processes. Organize and maintain gift documentation.
- Work closely with Finance staff to ensure accurate and effective donor accounting processes, provide reports and supply documentation for financial reconciliation and accuracy between the accounting database and Bloomerang.
- Ensure data integrity by entering and maintaining accurate data in Bloomerang, including gift records, donor information, fundraiser activities and events.
- Develop, maintain, and update reports, queries, and lists from Bloomerang for the Advancement team, the board and fundraising volunteers as needed. These reports include, but are not limited to, financial reports, impact reports, mailing lists, event reports and fundraising reports.
- Support volunteer and community engagement efforts and provide staff support at events as requested.
- Serve as an active member of the Advancement team, contributing to KPI's, goal setting and the refinement of processes and procedures.
- Identify and independently respond to all requests, both internal and external, that can be dealt with independently and confidentially.
- Other duties as assigned.

Education and Experience

Administrative and office management experience

Experience working in a fast-paced office environment

Key Competencies

- Strong problem solving and organizational skills, the ability to meet deadlines independently, work collaboratively with colleagues, and a high-level attention to detail
- Ability to uphold the highest standards of work including handling sensitive, confidential donor information
- Excellent time management skills and organizational skills (ability to prioritize)
- Ability to take initiative, problem solve and make decisions with minimal supervision
- Ability to work well under pressure and multi-task without supervision
- Excellent communication skills, both verbal and written
- Excellent listening skills
- Attention to detail and accuracy
- Ability to work independently as well as collaboratively in a positive team environment

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 20 pounds. While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee is rarely required to stoop, kneel, crouch, or crawl.

To apply: Please submit your resume, cover letter, and professional references to Jessica Klasinski, jklasinski@alpcharlotte.org.

ALP is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on race, color, religion, national origin, age, sex, gender identity, sexual orientation, disability, veteran status, or genetic information.