

**Central Seminary
6601 Monticello Rd
Shawnee KS 66226**

Development Operations Manager

About Central Seminary

Central Seminary, headquartered in Shawnee, Kansas, celebrates its 121st anniversary in 2022. From its founding, Central has worked to continually adapt to the ever-changing world. Our faculty and staff are dedicated to creating an inclusive learning environment where students from varied ethnic, geographical, and theological backgrounds can pursue postsecondary seminary education that is accessible, affordable, and effective.

While our administrative headquarters is in Shawnee, the seminary's community of faculty and students extends well beyond, with 9 other sites in seven states and 2 international educational partnerships. In the spring of 2022, Central enrolled 546 students in our diploma, master, and doctoral level programs, which are offered in both English and Korean. Those students are scattered across 13 different states within the U.S. and in 10 countries and hold citizenship from 12 countries. In recent years, our seminary has been on the leading edge of providing theological education that is inclusive of technological proficiency, and currently most course offerings are provided virtually.

About the Role

The Development Operations Manager reports to the Director of Development of Central Seminary (Central).

The Development Operations Manager (DOM) will oversee and manage all fundraising technology, systems, and data entry, ensuring a high degree of reliability and accuracy across all areas. This role will live and breathe Network for Good, Central's CRM, and will be responsible for ensuring all staff who interface with the system do so with the same logic and conventions to guarantee data fidelity. In coordination with the Director of Development, the DOM will generate regular donor data and performance reports for evaluation and future action-planning. The DOM will also be an important connection point to Central's finance and marketing teams. The DOM works closely with counterparts in finance to ensure timely and excellent gift processing and acknowledgment. To further enhance the donor experience, the DOM will support the execution of Central's donor stewardship plan. The DOM will coordinate with Director of Development and President to ensure all communications with donors are recorded in Network for Good. Solid systems are the bedrock of successful fundraising, and this role will be essential to seeing that Central not only consistently employs its data management assets, but that it is constantly looking for and acting upon opportunities to optimize its systems as well.

The Development Operations Manager can expect her/his/their work to include:

CRM Management:

- Network for Good CRM manager: responsible for establishing, monitoring, and training Central staff on standard operating procedures (SOP) and use protocols within the system to maintain a high degree of data integrity
- Ensures connected systems are synced and data is flowing seamlessly and regularly
- Processes and acknowledges gifts daily; weekly, monthly, and annual data reporting out of the system
- Works closely with the Director of Development to ensure all real-world interactions with donors and partners are faithfully recorded in the system
- Conducts donor data entry and monitors data for accuracy

Data Reporting and Evaluation:

- Designs, updates, and maintains donor reports to support the Director of Development and President's evaluation and action-planning efforts
- In conjunction with finance, supports monthly revenue reconciliations

Fundraising Support:

- Supports Director of Development on executing annual appeals and monthly giving program
- Works in collaboration with Director of Alumni Engagement to move engaged alumni into the donor pipeline
- Conducts prospect research on individual major donors, and corporations and foundations
- Manages development department calendar; schedules donor visits for Director of Development

Gift Processing and Donor Stewardship:

- Ensures smooth, easy experience for online donors
- Processes all off-line donations
- Ensures that all donors receive a gift and tax acknowledgment within 48 hours
- Supports the execution of Central's donor stewardship plan (prompts Director of Development and President when needed)

About You

To be maximally successful in this role, you need to be:

- A stickler for details and quality
- A creative thinker willing to test out new ideas
- A strong self-motivator
- An exceptional communicator
- Dedicated to data and systems and ready to utilize Central's systems to project manage all development work for the team
- Someone who values diversity and is amenable to working in a culturally diverse environment

You need to have:

- 1-3 years in nonprofit fundraising and fundraising systems

- A commitment to Central's mission
- CRM experience; Network for Good experience preferred
- Experience with CRM software integrations preferred
- Interest in fundraising
- Ready and adept communicator in both casual and formal scenarios
- Natural self-starter who sees the work, does the work, and shares the work
- Confidence to defend a good idea, recognize a mediocre one, and change a bad idea

Part-time Position

- 22 hours per week (50 weeks)
- Monday-Thursday 9am-3pm (30-minute lunch)
- \$22/hour
- No benefits or paid holidays

To apply: Email cover letter and resume to angela.jackson@cbts.edu