



## FROM THE TOP

### Job Description

**Position:** Development Operations Manager  
**Department:** Development  
**Reports to:** Director of Development & External Relations  
**Status:** Full-time, salaried, Exempt with benefits  
**Available:** June 2019

#### ORGANIZATIONAL OVERVIEW

From the Top is an independent non-profit organization that identifies, celebrates, and supports outstanding young classical musicians. Through award-winning radio and television programs, online media, a national tour of live events, community engagement and educational programming, From the Top shares the stories and performances of young artists, ages 8-18, with millions each year. From the Top's leadership development and mentoring programs prepare young musicians to connect with audiences, serve as positive role models, and give back to their communities.

#### Summary:

Reporting to the Director of Development and External Relations, the Manager of Development Operations is an integral role on From the Top's development team and, in many ways, a true "right hand" to the Director of Development and External Relations. The position manages the day-to-day operations of the development team, providing supervision and oversight for the following functions: database management, donor communications, budget tracking, prospect research, moves management, and gift processing/acknowledgments. The position will supervise a part-time Development Assistant and work as part of an eight-person development and communications team.

#### Responsibilities:

- Provide overall supervision and guidance on department operations in the Boston office; serve as operational arm to Director of Development & External Relations in planning and supervising day-to-day operations.
- Serve as official liaison to the Finance department for the Development and Communications Team; supervise monthly reconciliation and gift entry to ensure proper tracking of revenues received and all expenses. Prepare monthly and annual cash flow and revenue projections.
- Manage the development team's annual revenue and expense budget, including tracking of revenue goals, tracking financial performance against budget, providing monthly reconciliation reports, and updating yearly projections, as needed.
- Oversee the maintenance of database records, liaising across all departments, to ensure that record entry is performed thoroughly, accurately, and consistently, in support of effective fundraising; supervise the gift entry and acknowledgement process.
- In partnership with the Associate Director of Individual Giving, monitor prospect pool and individual portfolios and support moves management and tracking in database. Support Director of Development & External Relations and Executive Director in portfolio upkeep/maintenance.
- Supervise part-time Development Assistant; assist in setting goals, prioritizing projects and tasks, and achieving personal and professional progress toward goals.



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- In cooperation with Associate Director of Communications, supervise generation of all lists for annual giving/event/direct mail appeals for both online and mailed distribution; ensure maintenance and upkeep of all records in Raiser's Edge and that donor activity is accurately tracked.
- Oversee preparation of profiles and briefings of biographical, philanthropic, professional, and financial information of donors and prospects; manage organizational research resources.

### Requirements:

- Experience managing department budgets and tracking revenue goals
- Capable of working independently and managing multiple projects simultaneously, while meeting specific goals and deadlines
- Exemplary follow-through and organizational skills
- A self-starter and strategic thinker; creative, organized, with a keen attention to detail
- Available for occasional weekend events and/or travel; eager to contribute as part of a team and enthusiastic about delivering positive results
- A commitment to the arts and to providing opportunities for young people
- Familiarity with fundraising operations preferred; Raiser's Edge and Excel experience strongly recommended
- Must complete criminal history and identity check screenings

### Qualifications:

- Bachelor's degree preferred
- At least three years of experience working in a fundraising environment, preferably with a focus on development operations
- Experience with annual fund and/or major gift fundraising; knowledge of donor moves management and prospect research
- Strong proficiency in Raiser's Edge or equivalent donor database; advanced expertise preferred
- Proven ability to manage part-time staff preferred
- Strong proficiency in Microsoft Outlook, Word and Excel; advanced expertise preferred
- Ability to engage in light physical activity such as lifting boxes weighing up to 20 pounds.

**Salary and Benefits:** Competitive salary and benefits based on qualifications and experience.

**To Apply:** Please send resume and cover letter to [jobs@fromthetop.org](mailto:jobs@fromthetop.org). No phone calls, please.



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