



TITLE: Development Operations Specialist
LOCATION: Mt. Gilead, Ohio
JOB CLASS: Full Time, Year-Round
REPORTS TO: Communications Director
TEAM: Development / Communications

VERSION UPDATED: 9/3/2020

Development Operations Specialist

Position Overview

The **Development Operations Specialist** is responsible for advancing the mission of Flying Horse Farms through detail-oriented, strategic, and successful development related activities. This position is responsible for the management of the donor and stakeholder database, assists in budget planning, projections, participates in revenue driving efforts, and coordination of donor touchpoints to ensure an overall high functioning development operation.

Team Overview

The **Development Team** is responsible for generating \$3.5M+ in contributed income annually in addition to \$500K + in gifts in kind to support Flying Horse Farms' mission. By engaging donors with camp through cultivation, stewardship, data analysis and authentic experiences, a donor journey is created.

Responsibilities

- Assist in launching a metrics driven revenue plan annually, monitoring projections, and developing weekly scorecards to assist development team in achieving goals.
- Work closely with Development and Finance team to help with revenue forecasting/budget planning
- Provide timely and accurate complex queries, lists and reports for forecasting, analysis and prospecting.
- Oversee management of detailed and accurate donor records by participating directly in data input and monitors standards to ensure consistency, accuracy, integrity and confidentiality of data.
- Act as SME for Raiser's Edge and train team members as needed.
- Record and acknowledge all gifts in a timely (48 hours), accurate and donor-centric fashion. Writes and proofs materials integral to donor communications (such as acknowledgements) and coordinates proposals and gift agreements.
- Coordinate online giving/web-based fundraising tools as part of fundraising events.
- Coordinate coding and response analysis for annual fund appeals
- Coordinate gift processing activities including reconciliation with finance monthly.
- Oversee gift acknowledgement process and accuracy.
- Oversee quarterly pledge reminder process.
- Serve as the development point person for the audit, (supply lists, records, donor details, etc.).
- Develop and produce turn-key reporting for development and finance committees and Board meetings.
- Oversee pulling of mailing lists and donor recognition lists as needed.
- Coordinate data process for SFCN criteria
- Protect and maintain confidentiality of constituency/donor information.
- Act as primary liaison with Blackbaud (or current CRM service provider).
- Participate in revenue driving activities including but not limited to: grant proposals, third party fundraising, portfolio management, fundraising event support.
- **Other duties as assigned and unassigned.**

Required Skills & Experience

- Proficiency in database management, report generation, and prospect research
- Computer skills including proficiency in Raiser's Edge software
- Demonstrate very high level of attention to detail
- Solid understanding of fundraising principles and methodologies
- Exhibit creative problem-solving skills
- Self-motivated and exhibit optimism, energy and enthusiasm
- Work both independently and in a team environment.

- Ability to meet deadlines and goals
- Demonstrate excellent verbal and written communication skills
- Demonstrate ability and willingness to work evenings and weekends as required
- Access to reliable transportation.

Preferred Qualifications

- Experience in the non-profit sector.
- Minimum 5 years of development / database & analytics experience.
- Bachelor's degree (B.A.) from four-year college or university

Expectations & Requirements for all Flying Horse Farms Staff

- We live our Values. We are each responsible for knowing our values and nurturing our culture:
- We are All In. We demonstrate a willingness to do what it takes to get the job done, we are supportive and loyal, show up present and ready and we are passionate about "Campers First."
- We have an Attitude of Optimism. We find what's working and make more of that happen, demonstrate adaptability within ambiguity, spread joy and hope and ensure everyone we interact with feels "Welcomed Home."
- We are Trustworthy. We are consistent, dependable and steady, truthful and operate with transparency, take ownership for our work and "See the Best" in others.
- We Take Initiative. We are driven, work towards goals with fortitude, pay attention to details and find innovative solutions with "Fearless is Free" attitudes.

How to Apply:

- Send resume to careers@flyinghorsefarms.org

Flying Horse Farms provides magical, transformative camp experiences for children with serious illnesses and their families – free of charge. Located on 200 acres in Mt. Gilead, Ohio, camp first opened its gates in 2010 and hosts about 900 children and families each year.

Flying Horse Farms is the first camp in the Midwest to become a full member of the SeriousFun Children's Network. Founded in 1988 by actor, philanthropist and Ohio native Paul Newman, the Network is a community of independently managed and financed camps and programs creating opportunities for children with serious illnesses and their families. The Network has evolved from one camp to a global community serving one million children and families across five continents.

The children who attend camp have illnesses including cancer, heart conditions, rheumatoid arthritis, blood disorders, asthma, gastrointestinal disorders and facial anomalies.

At Flying Horse Farms, for a weekend or week at a time, being sick takes a backseat to being a kid. And fun is priority number one. Campers participate in activities like swimming, boating, fishing, archery, high ropes and arts and crafts. Campers receive first-rate care at our on-site health center, staffed 24/7 by medical professionals from children's hospitals across Ohio and beyond.

Flying Horse Farms is an ACA-Accredited Camp with the American Camp Association.