

Job Opportunity:
Development and Philanthropic Services
Operations Manager

For more than a century, the **Greater Milwaukee Foundation** (GMF) has been inspiring philanthropy, serving donors and strengthening communities. Together with its donors and many community partners, the Foundation guides and shares a collective vision that Greater Milwaukee becomes a vibrant, economically thriving region comprised of welcoming and inclusive communities that provide opportunity, prosperity and a high quality of life for all.

You can make a difference, as we are seeking a Development and Philanthropic Services Operations Manager! The Development and Philanthropic Services Operations Manager is responsible for operational and administrative functions for the Development and Philanthropic Services (DPS) department, including supervising and coordinating support staff, database integrity, report creation, and implementing and managing administrative processes and systems. The incumbent ensures efficient and organized operations for the department and is the primary liaison for departmental projects, including database operations and web-related initiatives.

Key Responsibilities

- Supervises assigned DPS Specialists - those professionals charged with supporting DPS teams and carrying out regular and ongoing administrative functions; supervision of these staff includes hiring, training, scheduling, evaluating and sharing feedback, as well as ensuring accuracy, timeliness and completion of work
- Develops strong working relationships with colleagues and meets with staff regularly to identify and resolve problems, manage projects, track goals, and review work processes and procedures
- Manages routine administrative operations for the department, which includes managing and executing a broad variety of administrative tasks, as well as maintaining procedural records
- Provides operational oversight of gift entry, acknowledgement letters, new funds set-up, fund changes, gift agreement processing, board ballots, etc.
- Ensures updated policy and procedure documentation is maintained for handling all critical and mandated DPS activities, adhering to GMF policy, audit, IRS guidelines, and National Standards
- Offers both big picture thinking, as well as attention to detail, in approach to DPS operations with a focus on continuous improvement and finding efficiencies in our shared work
- Partners with Foundation staff focused on operations, technology, finance, and community investment (for example) on broader Foundation-wide work groups and committees
- Serves as internal guru of FIMS (Foundation database), POL (online donor portal) and SharePoint (Foundation intranet)
- Serves as the go-to person for DPS reporting needs, which includes board reports, campaign reports, and other regularly run financial and donor reports – partner with finance for other reporting needs
- Ensures highest quality record keeping and data integrity and that related systems and audit processes are in place for reliable flow of data in and out of the database

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Qualifications

- Bachelor's degree in related field such as business administration, marketing, communications or public relations required, or equivalent experience
- Five (5) or more years of experience in a high-level administrative position with database management and analysis, report generation, oversight of operational work flow, and customer service required; development or donor relations administrative leadership position preferred
- Leadership experience involving delegation and providing feedback required; supervisory experience preferred
- Project management, planning, prioritization and implementation skills a plus
- Knowledge of laws, regulations and processes related to charitable giving and non-profit operations preferred
- Demonstrated ability to develop strong and credible relationships with colleagues and clients
- Ability to think strategically and creatively in a collaborative environment
- Ability to communicate effectively, verbally and in writing
- Expert in Microsoft Office Suite applications (i.e., Outlook, Word, Excel, PowerPoint specifically) and web-based applications and databases

Benefits

We offer an excellent benefit package, which includes health, dental, vision, flexible spending, life insurance, 403(b) retirement plan, paid time off (PTO), educational assistance and more!

Application Instructions

Application Deadline: February 4, 2019 (will review resumes as they are submitted)

Please include resume, cover letter and salary requirements when [applying](#).

Equal Opportunity Employer