



DEVELOPMENT SERVICES MANAGER

The Jacobs & Cushman San Diego Food Bank is currently hiring for a full time, regular/salaried and benefited **Development Services Manager**.

ABOUT THE SAN DIEGO FOOD BANK

Established in 1977, the Jacobs & Cushman San Diego Food Bank is a critical component to the welfare of San Diego County, providing nutritious food to people in need, advocating for the hungry and educating the public about hunger-related issues. For more information about the organization, please visit www.sandiegofoodbank.org.

Our Mission: The Jacobs & Cushman San Diego Food Bank and our North County Food Bank Chapter provide nutritious food to people in need, advocate for the hungry, and educate the public about hunger-related issues.

DID YOU KNOW?

The San Diego Food Bank feeds approximately 400,000 people every month in partnership with 500 nonprofit community partners.

We are the fourth largest independent food bank in the country.

We distributed 44 million pounds of food in fiscal year 2021-2022; 31% of that food being fresh produce.

We have a 99% rating on Charity Navigator.

We are committed to innovation and sustainability to reduce our impact on the environment. We have 1,400 solar panels, we are LEED v4 Gold Certified, we have a 3,600 sq.ft composting and recycling center that houses our recycling and composting machine, and received the 2020 Business Waste Reduction & Recycling award?

POSITION PURPOSE

Under the direction of the V.P. of Development, the Development Services Manager will oversee and manage the business operations of Development Services team. This

position will be responsible for overseeing the strategic planning, execution, and optimization of our fundraising data management systems and processes. This critical role requires a strong understanding of donor management software, data analysis, and a passion for leveraging technology to drive fundraising success.

PRIMARY RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Generate comprehensive daily, weekly, and monthly reports for managerial use and leadership oversight, providing accurate and insightful data analysis.
- Manage the lockbox system, including vendor relations, overseeing data processing through import to DonorPerfect Online (DPO), and reviewing all donor correspondence to ensure prompt and appropriate responses.
- Oversee and manage the financial reconciliation process, ensuring monthly and accumulating fiscal reconciliation is conducted within allowable limits. Identify and justify any variances and implement corrective measures when necessary.
- Maintain the integrity of the donor database, including regular maintenance of duplicate records, code integrity, and updates from outside services (e.g., wealth screening, TrueGivers, etc.).
- Serve as the organizational expert in DonorPerfect Online (DPO) and related development software solutions such as TrueGivers, iWave, ReadySetAuction, SmartAnalytics, and GiveCloud. Provide guidance and training to staff on utilizing these tools effectively.
- Generate data segmentation and communication lists for various stakeholders as approved by the VP of Development, ensuring accurate and targeted outreach.
- Provide support to the Special Events team in managing virtual food drives and monitoring donor engagement and participation.
- Collaborate with the Director of Individual Giving to track, coordinate, and expand the Monthly Meals Club, ensuring its growth and success.
- Conduct research on donors and prospects using iWave and other research tools as instructed by the VP of Development, providing valuable insights to inform donor cultivation strategies.
- Ensure accurate and timely processing of all donations into DonorPerfect Online (DPO) within 24-48 hours of receipt. Generate and send donor acknowledgement letters

within 96 hours, utilizing the Signature Machine when appropriate.

- Act as a backup for the Development Services Coordinator, covering gift processing and maintaining the 24-48 hour turnaround time when the coordinator is unavailable.
- Process in-house credit card and bank account donations, ensuring the security and accuracy of all financial transactions.
- Receive and handle telephone calls from donors, volunteers, and prospective donors, addressing issues with sensitivity and independent judgment. Respond to inquiries and complaints, referring them to the appropriate staff and taking or recommending necessary actions.
- Continuously identify opportunities to improve departmental efficiencies, striving for operational excellence. Pursue ongoing training opportunities to enhance skills and knowledge in development services.
- Manage development services volunteers and temporary hires during holidays or peak periods, providing guidance, assigning tasks, and ensuring their effectiveness and productivity.
- Maintain an organized and secure online and hard copy filing system, ensuring easy retrieval of documents and data as needed.
- Collaborate with other departments to address donor needs and provide seamless support for organizational initiatives.
- Assist the Development staff in donor outreach activities as directed, contributing to the cultivation and stewardship of donor relationships.
- Supervise and provide guidance to the Development Services Coordinator, promoting their professional growth and ensuring their success in fulfilling their responsibilities.
- Uphold the highest level of confidentiality for all sensitive information, respecting the wishes of the organization's supporters and adhering to the Association of Fundraising Professional's Donor Bill of Rights.
- Perform any other duties as assigned by the supervisor, contributing to the overall success of the development team and organization.
- Other duties as assigned.

EDUCATION, TRAINING and EXPERIENCE

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from college and five years of increasing responsibility in a relevant field, or

an equivalent combination of training and experience.

The ideal candidate will have an excellent working knowledge of DonorPerfect Online, or comparable Development CRM, with 5+ years' experience working in a fast-paced operation supporting a high volume of transactions with transactional complexity. Prior nonprofit experience working in Development Services with demonstrated increases in responsibility is preferred. Past work supporting a Capital Campaign is a plus.

SKILLS, KNOWLEDGE AND ABILITIES

Knowledge of:

- Demonstrated proficiency of DPO or comparable Development CRM and other software solutions
- Advanced data processing principles with use of word processing and computer equipment and software.
- Office administrative and management practices and procedures.
- Correct English usage, including spelling, grammar and punctuation.
- Record keeping and filing procedures.

Ability to:

- Work well in a fast-paced environment.
- Master the DonorPerfect CRM and related software services.
- Organize research and maintain complex and extensive office files.
- Communicate clearly and effectively both orally and in writing.
- Prepare clear, accurate and concise records and reports.
- Operate a computer and word processing software and other standard office equipment.
- Type accurately at a speed necessary to meet the requirements of the position.
- Organize, set priorities, and exercise sound independent judgment with areas of responsibility.
- Work independently.
- Professionally interact with volunteers and donors.
- Use tact, discretion and diplomacy in dealing with sensitive situations and concerned individuals.
- Establish and maintain highly effective working relationships with staff and others encountered in the course of the work.

LICENSES, CERTIFICATES, SPECIAL REQUIREMENTS

- Experience in a customer service oriented and nonprofit environment highly desirable.

COMPENSATION

- This is a full-time, exempt/salary/benefited position between \$65,000 - \$75,000 per year depending on experience.
- The compensation package includes a competitive salary and an excellent benefits package including:
 - 403(b) plan with 200% employer matching;

- Excellent health care coverage with free employee medical, dental and vision plans;
- Company paid term life insurance; and
- Generous accrual of paid vacation and sick leave and 14 holidays per year.
- Monthly staff lunches
- Tuition Reimbursement
- Fitness Reimbursement
- Employer Paid Life Insurance
- Long Term Disability
- Pet Insurance

WORK SCHEDULE/LOCATION

- Days and hours of work are Monday - Friday from 8 am – 5 pm with an unpaid half hour break
- This position will be at the Miramar warehouse (San Diego, CA)
- This position requires overtime or weekend shifts, as needed

HOW TO APPLY

- Interested and qualified candidates should apply on our career website located at <https://www.theapplicantmanager.com/careers?co=jc>
- Submissions missing a resume will not be considered for the position.
- Background check and drug test is required for the position before employment starts.