



Position: Manager of Development Operations

Department: Development

Reporting to: Director of Development

Organization: StrongMinds

Location: Remote (US Northeast)

Salary: \$82,500-85,000

Organization Description:

StrongMinds (www.strongminds.org) is a dynamic and fast growing 501(c)(3) social enterprise that treats depression among women of all ages in Africa, where access to mental health treatment is extremely limited. Since its start in 2013, StrongMinds has treated over 500,000 women and adolescents with depression in Uganda and Zambia. **We are the only organization scaling a solution to depression in Africa with a potential to serve millions in the next ten years and to expand to other geographical regions.** StrongMinds has earned an impressive reputation in the global mental health space. In addition to media coverage in the New York Times, Forbes, BBC World Service, and the Stanford Social Innovation Review, we are described by the UK organization Founders Pledge as the most cost-effective mental health organization working in the developing world and by Charity Navigator as a highly rated, high-impact charity.

About the role:

We are seeking a Manager of Development Operations. The successful candidate will be curious, driven, organized and a firm believer in the importance of quality data and systems management. They will be responsible for ensuring operational excellence, efficiency, and rigor in implementing the development team's fundraising strategy, providing data analysis to processes, and reporting in support of fundraising. The Manager of Development Operations will report to the Director of Development to support all in-house development department functions including, but not limited to: acknowledgments; CRM database transition and ongoing management; coordinating appeal mailings; working closely with the finance team on grant receipt and expenditure, reconciling with the development CRM and other related mailings; prospect research and special events support. The Manager of Development Operations will also be responsible for developing, implementing, and maintaining systems that ensure the successful and effective implementation of the department's annual development plan. Preference will be given to candidates with knowledge of StrongMinds' work, and a belief in our mission.

System Management & Strategy

- Create, document, and implement organizational best practices for data and database management, working in accordance with PCI compliance and industry best practices.
- Enhance opportunity management system to manage funder deadlines and improve moves management tracking.
- Implement systems to track and manage the Development team's workflow and recordkeeping, using tools such as Raiser's Edge, Asana, and Google Workplace.
- Develop a data-driven strategy for individual and institutional donor acquisition and retention.
- Keep abreast of new enhancements to existing products, and new technologies in the market to continually improve the Development team's efficiency and results.

Reporting & Analytics

- Oversee all reporting systems and processes.
- Produce regular and ad-hoc reports for development and finance departments to ensure effective tracking and management of development goals for the year.
- Create custom reports as needed using BI (Tableau, Power BI) or compatible report-writing software.
- Generate both internal and external lists and exports for events, direct response mailings and email appeals, annual reports, membership benefits, and other requested information.
- Oversee online donation processes.
- Manage credit card merchant processors and PCI compliance requirements.
- Coordinate with IT department for needed support, and to ensure proper maintenance, software updates, and back-ups are occurring.

Data maintenance

- Support transition to new CRM by the close of 2024.
- Maintain data integrity by creating and/or enforcing database protocols and procedures to ensure the timely and accurate entry of data into CRM.

- Maintain all aspects of donor financial recordkeeping, ensuring timely gift processing, reporting, and reconciliations with Finance.
- Maintain schedule of routine data screenings, appends, and overlays.
- Ensure all appeals, acquisitions, and e-appeals are accurately coded, tracked, and analyzed.

Prospecting

- Guide all phases of donor qualification, cultivation, solicitation and stewardship to expand and diversify the prospect pool.
- Work with systems, such as iWave and AIdentified, to create prospect lists and map network connections for the development team and the Board of Directors.
- Work to maintain an in-depth understanding of SM's work and how to communicate our impact to potential funders.
- Perform other duties and job-related tasks that may be assigned consistent with the strategic goals of the role, the department and the organization.

Other responsibilities:

- Stay current on new technology or strategies that could benefit SM's development team.
- Lead the documentation of the development department's standard operating procedures and maintain a digital library of current policies, forms and training materials.

Experience, Knowledge & skills required

- Bachelor's Degree in a related field required.
- 6+ years' experience in a fundraising database management position.
- Experience with systems approaches, with the ability to create efficiencies within a system or project management software. Demonstration of this skill within remote environments is preferred.
- Experience with online fundraising platforms.
- Experience creating systems to share information between databases.
- Superior written communication abilities in grant and report writing
- Strategic thinker with strong analytical skills-both qualitative and quantitative .

- A clear understanding of leading practices, trends, and innovations in the development field.
- Experience with CRM systems like Bloomerang, Raisers Edge and/or Salesforce. Experience with iWave, AIdentified and other prospect and wealth engine databases.
- Commitment to the values intrinsic to StrongMinds' mission and strategy.
- Sense of humor.

Strong Minds Core Values

- **We are people focused.**
- **We think big and act fast.**
- **We are data driven.**
- **We do what we say and say what we do.**
- **We believe in collaboration, not competition.**

Location: This position is available from a remote location in the Eastern US time zone or in the Maplewood, NJ office of StrongMinds.

To Apply

Please submit a thoughtful and brief cover letter and resume to Susan Ryan sryan@strongminds.org mentioning '**Manager of Development Operations**' in the subject line.

We offer great benefits including Medical, Dental and Vision insurance (100% employer paid premium for up to \$1500/month), Health Cost Reimbursement, Flex PTO Plan, Simple IRA, Cellphone/Internet allowance, Business travel reimbursement. We offer highly competitive salary, based on an average 40 hours a week, plus bank holidays, wellness days, flexible/hybrid work arrangements, Staff retreat and opportunities for global business travel.