### About Us
Riverkeeper is New York’s premier water quality advocate. Our mission is to protect the environmental, recreational and commercial integrity of the Hudson River and its tributaries, and safeguard the drinking water of nine million New York City and Hudson Valley residents. With an annual operating budget of $4.5 million, Riverkeeper is a mid-sized not-for-profit operating in the Hudson Valley. This is an exciting opportunity to join a dynamic organization experiencing significant growth. For more information, visit [www.riverkeeper.org](http://www.riverkeeper.org). Riverkeeper is seeking a proactive and self-motivated Development Operations Coordinator to assist with member and donor-related programs and activities.

### Position Overview

- **Job Title**: Development Operations Coordinator
- **Department**: Development
- **Location**: Ossining, NY
- **Reports To**: Vice President - Development

### Position Summary
Under the direction of the Vice President of Development, the Development Operations Coordinator provides administrative and logistical assistance in support of Riverkeeper’s development programs and activities that build and strengthen relationships with existing and prospective members and donors. The coordinator oversees the management of our member and donor platform databases, Raiser’s Edge Database and Raiser’s Edge NXT. Online, ensuring the integrity and accuracy for all donation and gift data entry. The Coordinator also provides administrative support to a five-person team working to secure sustainable funding for the organization’s work and assists with diverse office duties. Other key aspects of this role include ensuring that administrative processes in support of Riverkeeper’s fundraising efforts are optimized including interactions with members and donors, handling inquiries, actively supporting membership and special events and fundraising activities, and conducting prospective development research.

### Essential Duties & Responsibilities

#### Database Management/Data Integrity
- Daily entry of all member and donor online gifts, checks, and wire transfers.
- Maintain and update existing contact information on a consistent basis: updating mailing and email addresses, phone numbers, purging duplicate records.
- Explore and implement contemporary and efficient methods of ensuring data integrity, accuracy and frequent “clean-ups”.
- Stay informed on best practices, latest updates, available tools and add-ons, new products and services to optimize system utilization; Attend Blackbaud/Raiser’s Edge webinars, trainings, as necessary.
- Procedural Documentation: Standardize, continuously update and document database policies, processes and procedures for data entry, data coding, list pulls, reporting, cleanups, other database projects and management processes.

#### Administrative Responsibilities:
- Manage “acknowledgment letters”: print, edit, and mail acknowledgment letters with assistance from Events, Membership, Major Gifts and Grants on a weekly basis.
- Pull mailing and email lists, reports as needed for development staff.
- Assist with scheduling meetings and phone calls for fundraisers and senior staff as needed.
- Assist Membership Manager with member mailings, e-blasts, and stewardship as needed.
- Regularly interact with constituents and donors to acknowledge gifts, answer questions about membership, and ensure their communications preferences are recorded and honored.
• Assist Event Coordinator with event logistics; attend Riverkeeper events as needed to provide on-site support

Office Support
• Greet visitors; accept deliveries to the office; collect mail at local post office, and sort it for the staff.

EXPERIENCE & COMPETENCIES

Research shows that women and people from under-represented groups often apply to jobs only if they meet 100% of the qualifications. Please know that no one ever meets 100% of the qualifications. If much of this describes you, we encourage you to apply.

This might be the right next role for you if you have at (2-3) years of relevant experience, and would likely be described as pro-active, detail-oriented, reliable, and flexible, with strong organizational skills in multi-tasking and meeting deadlines. It is essential that you thrive in a fast-paced environment, while managing multiple priorities and projects. Computer literacy, strong written and verbal communications skills, and collaborative working style are success factors for this position.

Qualifications include:
• BA/BS or equivalent combination of education and work experience preferred.
• Minimum of 2 years’ experience using a CRM (Customer Relationship Management) or donor database. Knowledge of Blackbaud Raisers Edge/NXT preferred.
• 2+ years of administrative experience, ideally within a not-for-profit development department or office setting.
• Strong organizational skills and efficient use of time and resources; ability to manage multiple projects concurrently, while handling on-going daily office needs.
• Proficiency in Microsoft Office and Google Suite software applications required.
• Discretion and confidentiality with respect to donor records are essential.
• Enthusiasm for the Riverkeeper mission and for helping the Development team reach its annual goals for financial growth;
• Sense of humor, dependability and ability to work with diverse personalities are highly desirable attributes.

OTHER EMPLOYMENT DETAILS

HOURS / SHIFTS
This non-exempt position is full time (37.5 hours/week), with occasional overtime as necessary. This is a hybrid schedule position requiring 3 days in the office. This position requires flexibility to work some evenings and weekends.

SALARY
Base salary range: $24-$26.44 per hour for an annualized rate of $50,000-$55,000, commensurate with experience; over-time compensation as required.

BENEFITS
Riverkeeper offers health, dental, vision, life and disability coverage, retirement savings plan match, Paid Time Off (vacation, sick, personal days, parental leave, holidays), and other benefits; closed between Christmas and New Year’s Day holidays.

OTHER
All employees are must be fully vaccinated for Covid-19.

APPLICATION INSTRUCTIONS

Qualified candidates must send cover letter and resume to: humanresources@riverkeeper.org.