



## Development Operations Associate (Full-Time, Exempt) Community Foundation for MetroWest

3 Eliot Street  
Natick, MA 01760

[www.communityfoundationmw.org](http://www.communityfoundationmw.org)

The Community Foundation for MetroWest improves the quality of life in over 30 MetroWest cities and towns—especially for our most vulnerable neighbors. Since 1995 we have been providing financial and educational resources to local nonprofit organizations, sharing essential data about the region to inform decisions, and partnering with donors to help guide and align their giving with the areas of greatest need in the community.

We support three key constituents: nonprofit organizations, individual donors, and businesses—in a variety of ways targeted to their specific needs. All of this enables the Foundation to be the go-to resource, and the hub for philanthropy and giving in our region. For more information, please visit [www.communityfoundationmw.org](http://www.communityfoundationmw.org).

The Foundation is seeking a skilled professional to join its Development Team.

### Position Summary

**Title:** Development Operations Associate  
**Experience:** 2+ years in an operations or administrative role  
**Location:** Natick, MA  
**Job Status:** Full-time, Hybrid  
**Reports to:** Director of Development

The Foundation is seeking a skilled professional for the role of Development Operations Associate.

Reporting to the Director of Development, the Development Operations Associate will play an integral role in supporting the growth and mission of the organization by providing essential administrative and operational support. This role involves overseeing the Raiser's Edge donor database, supporting the execution of the annual project plan for the ONEmetrowest Fund (annual fund), and offering general support to both the Operations and Development Teams.

### Key Responsibilities

#### Database and Gift Processing (40%)

- Manage constituent data in Raiser's Edge, including updating records, adding action items and notes, and maintaining data integrity.
- Generate reports from Raiser's Edge to support development initiatives, donor engagement strategies, and analysis of fundraising.
- Enter all gifts in Raiser's Edge, including checks, pledges, recurring gifts, credit cards, online gifts, stock gifts, and event ticket purchases.
- Produce and process timely gift acknowledgment letters with accuracy and attention to detail.
- Enter new donor profiles to FIMS (financial system)
- Manage mailing lists for various campaigns and events.
- Perform data imports and exports, ensuring accurate data mapping and troubleshooting any issues.
- Ensure data accuracy by merging duplicate records, correcting inaccuracies, and updating outdated information in Raiser's Edge.

#### General Support (30%)

- Prepare materials and reports for external donor meetings, presentations, and events.
- Review/prepare prospect information for bi-weekly moves management meetings and attend regularly scheduled development meetings to capture data on prospects to input into Raiser's Edge.
- Support Development, Operations, and Program teams in day-to-day additional work, including, but not limited to:
  - Town Fund appeal mailing
  - Support the programming and execution of the Professional Advisor Leadership Council (PALC)
  - Handle donor inquiries and provide exemplary customer service virtually, in the office/at events, and over the phone.

#### Annual Fund (20%)

- Support the development and execution of the annual project plan for the ONEmetrowest Fund (annual fund) and ONEmetrowest campaign with the Director of Development. Includes timeline management, project planning, and evaluation of outcomes.
- Coordinate and prepare mailings for appeal distributions.
- Track fundraising progress towards goals and prepare update reports for the Development Team.

#### Donor Analysis and Identification (10%)

- Analyze Raiser's Edge data to identify trends and opportunities for increased support and engagement.
- Develop and implement strategies to review the database and other resources for potential major donors, corporate sponsors, and other funding opportunities.
- Create detailed profiles and reports on prospective donors and supporters based on Raiser's Edge data
- Prospect research

#### **Knowledge and Skills**

- **Database experience** with *Raiser's Edge* preferable
- Excellent technology skills
- Strong organizational skills with attention to detail.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively in a team environment.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Requires local travel and must have the ability to participate in early morning or evening meetings and events
- Strong interpersonal skills and experience working and communicating with a wide range of people

#### **Other Requirements**

- Adhere to ethical and confidentiality guidelines and safeguard the confidentiality of donor information at all times
- Consistent work schedule; ability to work 40 hours per week
- Excellent work ethic and passion for working in a team-focused environment
- Self-motivated, detail oriented
- Professional demeanor, team player, positive attitude
- Ideal candidate will live in or have strong ties to the MetroWest community



**Salary and Benefits:**

Salary is \$55,000 plus benefits.

We believe in taking care of our employees, and our benefits package is just one way we demonstrate our commitment to your well-being and professional growth. Our competitive benefits include:

- Health, dental, and vision insurance
- Retirement savings plans with employer contributions after one year
- Generous paid time off and holidays

**Additional Details:**

This position is full time, with a hybrid work schedule based in Natick, MA. Our staff currently come into the office three days per week on Mondays, Wednesdays and Thursdays.

Candidates that live within or have strong ties to the MetroWest communities are preferred. Please visit <https://www.communityfoundationmw.org/about/> to learn more about the 30+ communities we serve.

Community Foundation for MetroWest is an equal opportunity employer and encourages applications from individuals regardless of race, color, ethnic origin, religion, sex, age, pregnancy, ability, gender identity, genetic information, ability and/or sexual orientation. All employment is decided based on qualifications, merit, and business need. CFMW aims to create a thriving, inclusive workplace through their commitment to fairness and equity across the organization.

We are looking for a team member who will enrich our culture by celebrating and embracing diversity in all its dimensions. ***If you're excited about this role, we encourage you to apply even if you don't meet all the qualifications.*** We look forward to hearing from you!