



Open Position Posting

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Organization Description:

Founded in 1988 by Paul Newman, The Hole in the Wall Gang Camp provides “a different kind of healing” to thousands of children with serious illnesses and their families annually – all completely free of charge. For many of these children and families, Hole in the Wall provides multiple Camp experiences throughout the year at the facility in Ashford, Conn, in dozens of hospitals and clinics, directly in camper homes and communities and through other outreach activities across the Northeast and Mid-Atlantic.

Position Title:

Associate Director of Development Operations

Work Schedule:

Full-Time

Location:

New Haven, CT – Hybrid

Position Description:

The Associate Director of Development Operations is responsible for the overall management of the development office's donor database (currently Raisers' Edge) and provides management of and direction for the development operations team responsible for all data-related processes including constituent management, gift processing and receipting, prospect research, portfolio management, and reporting. This role requires a mindset for strategy and operational delivery combined to effectively engage donors, make data-informed decisions, and advance Hole in the Wall's mission.

Our Associate Director of Development Operations can expect to...

- Oversee work of the development operations team including database management, prospect research, portfolio management, gift processing, and reporting to meet the current and future needs of the development office.
- Provide direction and oversight of criteria for mailing and email lists.
- Lead the creation, development, and accuracy of customized donor, gift, and analytical reporting for the development team.
- Oversee data entry procedures, coding standards, and documentation of operations procedures. Maintain digital library of current policies, forms, and training.
- Oversee data integrity projects including ad-hoc and large scale data clean up efforts.
- Manage and prioritize requests of the development operations team, onboard new projects, and provide direction and strategy on process for new and existing projects.

- Oversee data transfer systems between Raiser's Edge, online fundraising and email platforms, and the volunteer database.
- In partnership with the Gift Processing Manager, oversee gift processing and generation of receipts and acknowledgement letters.
- Oversee portfolio management and moves management strategy and reporting.
- Management of reporting systems and processes including providing direction for regular and ad-hoc reports the development and finance teams.
- Act as primary contact for development operations-related vendors including support needs and contract management and negotiation.
- Work collaboratively with the finance department to complete regular reconciliations to ensure all donations are accurately accounted for, allocated, and reported.
- Offer ongoing Raiser's Edge support, training, and guidance to development team.
- Perform other duties as assigned.

Our Associate Director of Development Operations should have...

- 5+ years working directly with donor data and/or information services
- A comprehensive knowledge of Raiser's Edge
- Experience with complex queries, exports, and report writing
- Demonstrated experience managing best practices and business rules, creating fundraising reports, and managing a donor database
- Demonstrated ability to work independently as well as collaboratively with others
- Experience managing staff preferred
- Knowledge of fundraising tools including Classy, Omatic, and Luminate Online preferred

The Hole in the Wall Gang Camp provides a very competitive salary, a generous benefits package, and growth opportunities for high contributors. To apply, please use the provided link. Due to the volume of resumes received, you will be contacted only if there is interest in pursuing your application. No phone calls please.

[Click Here to Apply](#)

The Hole in the Wall Gang Camp is an Equal Opportunity Employer, does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sexual orientation, gender identity or expression, disability, nationality or sex, and is committed to a diverse workforce.