



Job Description

Development Operations Manager

Department: Development	Location: 350 E. Washington St.	Date: February 2024
Reports To: Director of Development	FLSA Status / Salary Grade: Exempt	
Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Seasonal/Temporary <input type="checkbox"/>	BFOQ: Christian: Faith-aligned	

SUMMARY OF POSITION:

The Development Operations Manager is responsible to ensure that the Development department runs smoothly and has primary responsibility for Events, the Direct Mail program (working with our vendor) and coordinating Development and Marketing needs with our vendors (i.e. grant writer, video production, print).

DUTIES AND RESPONSIBILITIES

Events

1. Increase awareness, support, and recognition of MorningStar Mission through the planning and execution of designated special events: Car Shows, Progressive Dinners, Ladies Luncheon, Radio-A-Thon, etc. Define and anticipate project/event needs, logistics, budgets, discern work priorities, and meet deadlines with limited supervision, and ensure coverage/handling of all. Develop timelines and schedules, hold in-progress review meetings, coordinate with Director of Development, committee chairpersons, Volunteer Coordinator and other staff, ensure that event is well publicized, executed, and successful.
2. Develop a yearly Events Report for the preceding year, listing staff and volunteer hours expended, gross income, upfront financial expenditure, and net income. Collaborate with Director of Development and Executive Director in determining which events are to continue/expand (based on revenue increase and or brand/recognition increase.) and which events to discontinue (based on low attendance, diminishing financial returns, poor visibility, etc.)
3. Proactively propose new events and outreach ideas as well as ideas to improve the event and outreach planning and implementation process.
 - o Set up and maintain necessary files, reports and related documentation:
 - o Keep track of event and outreach finances including budgets, check requests, invoicing, purchase orders and reporting.
 - o Close out all events and outreaches as required.
4. Create and/or maintain "Event Books" (hard/electronic) that include event SOPs, needs, timelines, statistics, costs, de-brief, etc.

Donor Relationships

1. Provide customer service and administrative support related to donor engagement and donor profile information.
2. Assist with research for donor engagement on an as-needed basis.
3. Update presentations and assemble donor packets and public speaking materials.
4. Manage the scheduling and coordination of public speaking engagements for the Director of Development and the Executive Director (civic groups, churches, etc.).
5. Provide high level of customer/donor support, responding in a timely manner to requests and addressing and resolving donor questions or concerns.
6. Provide tours of MorningStar Mission and host groups as needed.

Vendor Coordination

1. Manage vendor relationships including: Direct Mail, Grant Writing, Donor Engagement, Marketing (video, tv commercials, print).
2. Work collaboratively with MSM staff to ensure full and timely collection of data and statistics related to our grants and overall programs and services.

3. Collaborate with Director of Development to complete reporting not only to funders but also to the Executive Director and Board of Trustees.

Miscellaneous

1. Participate in a variety of other donor/development related activities and projects as assigned or requested
2. Collaborate with Director of Development to complete reporting not only to funders but also to the Executive Director and Board of Trustees.

SKILLS AND QUALIFICATIONS

1. Committed Christian with a heart for the homeless and a desire to share the ministry of MorningStar with others.
2. Exceptional planning, organization, execution and project management abilities. Able to accomplish projects with a high quality standard and positive ROI.
3. Excellent organizational, project and process management skills.
4. Excellent verbal, written and interpersonal communication skills; customer oriented, a strong team player, and adept at building relationships with diverse groups of people.
5. Highly ethical, trustworthy, and professional.
6. Flexible, able to handle many projects simultaneously and meet frequent deadlines.
7. Expertise in MS Office suite, knowledge of desktop publishing and proficient in social media communication.
8. Levelheaded, purposeful in reactions, proactive in problem-solving.
9. Current driver's license, with driving record acceptable to Mission's insurance carrier.

WORKING CONDITIONS/PHYSICAL FACTORS

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- The majority of this position requires work indoors, with occasional work after hours or on weekends
- Climb stairs on a daily basis – *occasionally*
- Standing, sitting, walking, bending, lifting and carrying (up to 40lbs) - *occasionally*
- Requires occasional travel, the majority of which is within the greater Chicago and Joliet area
- Manual dexterity and use – *frequently*
- Speak, think, hear - *continuously*

EDUCATION/EXPERIENCE:

1. Bachelor's Degree in Marketing, Public Relations, Communications, or a related field
2. 3+ years related experience
3. Any equivalent combination of the above
4. Experience with event planning and direct mail fundraising strongly preferred

Faith-Alignment Requirement:

MorningStar Mission Ministries is a privately funded 501 (c)3 non-profit, non-denominational Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and relieving the physical and spiritual needs of the poor. We consider every position to be essential in the fulfillment of our ministry. As such, each employee (other than temporary or part-time thrift workers) must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in all of the ministry activities of the MorningStar Mission;
- Subscribe to the MorningStar Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the MorningStar Mission Employee Handbook.