



**Position:** Development Operations Assistant – Gifts Processing  
**Location:** Remote  
**Reports to:** Senior Director of Development

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### **About SBP**

SBP, a leading social impact organization focused on disaster resilience and recovery, **solves the challenges facing at-risk communities** and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities, and streamline recovery. By taking this holistic approach, SBP shrinks the time between disaster and recovery in three connected ways—prepare, shape, and build:

1. SBP **prepares** individuals, communities, and organizations to mitigate risk and speed recovery.
2. SBP **shapes** federal policy and system change and state and local disaster recovery programs to be more efficient and effective.
3. SBP **builds** resilient communities efficiently and effectively and shares our proven model and approach with others.

### **Position Summary**

Would you like to help shrink the time between disaster and recovery for families across the country? Are you passionate about the power of data to support more effective programs and plans? If the answer is yes, this role might be for you. The Development Operations Assistant is critical to maintaining strong donor relationships through accurate donor record keeping for a \$40M+ disaster response and recovery organization. This position will lead on donor data entry and timely gift acknowledgement at all stages of gift processing. As a liaison between the Development and Finance Departments, the Development Operations Assistant will monitor and complete data entry for all incoming gifts across Corporate, Foundation and Individual Giving. This position reports to the Senior Director of Development, with oversight and partnership from the Development Associate. SBP values a growth mindset and a desire to “own the route”, because time matters for our clients.

### **Responsibilities**

- Complete detailed data entry for all incoming gifts and pledges using Salesforce (checks, cash, credit cards, securities, bank drafts, gifts-in-kind, matching gifts and payroll deductions)
- Draft, prepare, and mail weekly and monthly acknowledgments for monetary & in-kind donations;
- Create and maintain weekly and monthly reports to track funding streams and trends at the direction of Development Team leadership.
- Support key fundraising Campaigns and events through reports, list-building and list cleaning
- Promptly notify relevant Development team members of major and/or important gifts
- Monitor returned mail and donor requests regarding contact information changes, updating the CRM accordingly;
- Review and edit gift records periodically for discrepancies.
- Update biographical information in constituent records.
- Maintain the confidentiality of donor records and encourage others to do the same
- Assist in the execution of a monthly reconciliation with Finance

- Facilitate open lines of communication between Development & Finance teams, ensuring that staff is kept informed of relevant information and record keeping is consistent across departments.
- Perform other administrative duties as assigned.

### **Qualifications**

- Bachelor's degree **OR** two years of related professional experience.
- Detail-oriented with special attention to accurate and timely record-keeping & data entry;
- Advanced knowledge of Microsoft Word, Excel, and Google Suite including Google Docs, Google Sheets, etc.
- Knowledge of/experience entering data into Salesforce or other CRM is a plus, experience using financial record keeping systems preferred.
- Excellent organizational and time management skills with the ability to meet multiple monthly deadlines;
- Strong customer service mindset; quick to raise challenges or roadblocks.
- Experience with e-commerce and e-marketing platforms such as MailChimp, Classy and/or Funraise a plus.

### **Performance Expectations**

- Able to juggle multiple, competing priorities in a fast-paced environment
- Exceptionally self-motivated and curious
- High level of personal accountability
- Align work performance with SBP's core values
- Detail-oriented with strong troubleshooting, analytical and problem-solving abilities
- Superior work ethic and high energy level
- Desire and ability to work, grow and learn in a startup environment
- Plan and meet deadlines
- Demonstrate initiative and work as a team player
- Convey a professional and positive image and attitude regarding the organization and the not-for-profit sector
- Demonstrate commitment to continued professional growth and development

*SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment, and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.*

*SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.*

*It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.*