



SAN FRANCISCO ZEN CENTER

## **Development Operations Coordinator**

### **Reporting Relationships:**

To the Annual Fund Manager and Development Director

### **Position Overview:**

The Development Operations Coordinator works with all members of the Development team in the areas of data management, gifts processing, event management, and office procedures. This position has significant responsibility in the areas of data and gift entry to ensure that all cash gifts, online donations, stock donations, in-kind donations and pledges are accurately recorded in the CRM database, properly acknowledged, and reconciled with the Finance office. This includes documenting and streamlining gift receipt procedures. The Development Operations Coordinator also oversees data management and architecture for the Development Team by creating reports, working with team members to create data objects, fields and automation, training team members, and documenting CRM procedures. This position also plans and manages cultivation events, including assisting other members of the team in events. The Development Operations Coordinator also plays a key role in office procedures, purchasing and maintaining supplies and assisting with mailings. This person may also phone donors to verify information.

This is an ideal position for someone who is extremely detail-oriented, who has worked with Salesforce platform, and who enjoys working in a collaborative environment.

### **Duties & Responsibilities:**

#### **Gifts Processing**

- Coordinates and prioritizes day-to-day gifts processing activities and ensures accurate processing and stewardship of gifts
- Documents gifts processing procedures and identify areas that can be streamlined
- Make sure donations are allocated to the correct funds
- Supervises the accurate processing of donations, including follow up with donor or representatives when necessary
- Reconciles donations with Salesforce and prepares batches for deposit
- Produces weekly deposit report for Finance and ensures donations are reconciled correctly
- Records donors' pledges in Salesforce and maintain pledge files.
- Tracks outstanding pledges and produces pledge reminder letters to donors and reports as appropriate. Provides pledge payment forecast reports to Director of Development and campaign managers.
- Works with Membership and Community Manager to identify members that need to be contacted, and to fulfill member benefits requirements



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- Updates biographical data in Salesforce as provided by constituent's information on checks and/or correspondence.
- Oversee online transactions in the all payment processors and ensures transaction data syncs correctly to Salesforce

**Highly Desirable:**

**Data Management**

- Creates Salesforce reports for Development team and other departments as needed
- Manages donor and donation data in Salesforce, including creating fields, automation, and coordinating with the Database Manager and IT team
- Trains Development team members on how to use Salesforce as needed
- Documents Development's use of Salesforce
- Manages email lists for Development campaigns in Constant Contact

**Event Management**

- Plans cultivation and other donor events
- Assists in the planning and execution of fundraising campaigns. Including but not limited to Major Gifts, Membership, Capital Campaign, Legacy Gifts
- Provides support for cultivators

**Office Procedures**

- Purchases and maintains office supplies for the Development Office
- Manage filing and storage of documents and materials

**Qualifications:**

- Demonstrate personal and professional integrity at all times, consistent with the organization's vision, mission and values
- Possess strong written and verbal communication skills in English
- Highly competent and detail-oriented in executing tasks
- Good judgment
- Ability to juggle multiple priorities simultaneously and take initiative
- Demonstrate resourcefulness and flexibility, with the ability to anticipate and act on events and opportunities quickly
- Ability to interact and influence at the most senior levels of an organization and to work collaboratively across functions, levels and departments toward shared objectives
- Legally eligible to work in the United States; no sponsorship provide

**Environmental:**

- Flights of Stairs



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- Typing on a keyboard
- Dogs in environment

**Compensation:**

- \$25-\$27/per hour, depending on experience; 32 hours per week
- Medical, Dental, Vision, Vacation and Sick time

**To Apply:**

Please email your resume and cover letter to [jobapplications@sfzc.org](mailto:jobapplications@sfzc.org)

**Organization Profile:**

San Francisco Zen Center was established in 1962 by Shunryu Suzuki Roshi (1904-1971) and his American students. Suzuki Roshi is known to countless readers as the author of the modern spiritual classic, *Zen Mind, Beginner's Mind*.

The purpose of San Francisco Zen Center is to make accessible and embody the wisdom and compassion of the Buddha as expressed in the Soto Zen tradition established by Dogen Zenji in 13th-century Japan and conveyed to us by Suzuki Roshi and other Buddhist teachers. Our practice flows from the insight that all beings are Buddha, and that sitting in meditation is itself the realization of Buddha nature, or enlightenment.

Today, San Francisco Zen Center is one of the largest Buddhist sanghas outside Asia. It has three practice places: City Center, in the vibrant heart of San Francisco; Green Gulch Farm, whose organic fields meet the ocean in Marin County; and Tassajara Zen Mountain Center—the first Zen training monastery in the West—in the Ventana Wilderness inland from Big Sur. These three complementary practice centers offer daily meditation, regular monastic retreats and practice periods, classes, lectures, and workshops.

Zen Center is a practice place for a diverse population of students, visitors, lay people, priests, and monks guided by teachers who follow in Suzuki Roshi's style of warm hand and heart to warm hand and heart. All are welcome.