

FLSA Status: FTE, Non-exempt

Reports To: Sr. Development Director/Executive Director

Direct Reports: N/A

JOB SUMMARY

The Operations Coordinator executes all components of maintaining an efficient database and organized office, and assisting with staff workflow. The incumbent works directly with all staff members, board directors, and maintains a public facing position working with various community members. The incumbent also participates in a culture that enhances a healthy work environment.

Occasional travel within the Tri-County Region may be necessary on limited occasions. Teddy Bear Cancer Foundation is headquartered in Santa Barbara City.

ESSENTIAL FUNCTIONS

Managing Donor Database (50%)

- Constituent record updates (adding, merging, updating addresses, logging actions)
- Produce reports for mailings for donors as requested
- Constant Contact email list management
- Database clean-up and maintenance bi-annually
- Build queries and produce comprehensive data analysis and revenue reports
- Gift processing (monetary & in-kind donations) & acknowledgement/notification processing weekly
- Analysis and manipulation of Excel spreadsheets (functions, organization of data)
- Tracking third-party donations
 - a. Manage all third-party logins; extract donor information from third-party logins when doing weekly gift processing; track all Facebook payments in DonorPerfect monthly; monitor social media fundraisers and send to Sr. Development Director.

Managing Family Database (30%)

- Family record updates (adding, merging, updating addresses, logging actions)
- Produce reports for mailings for families as requested
- Database clean-up and maintenance bi-annually
- Tracking of services/programs rendered to families
 - a. Including unique contact records

Data Integrity (10%)

- Managing integration between DonorPerfect and Quickbooks with support of bookkeeper and performing monthly reconciliation of revenue.
 - Pull monthly pledge report
 - Pull weekly batch report

- Supporting integration between DonorPerfect and VolunteerLocal, as well as Donor Perfect and Smartsheets to ensure accurate data input from volunteers.
- Leveraging constituent data for the advancement of the organization’s goals and exploring new opportunities for capturing information or more efficiently managing data.
- Developing and performing regular audits to ensure accuracy and data integrity.
- Training team members on DonorPerfect software and ensuring best practices.

Oversight of All Administrative Operations (10%)

- Managing Board and committee platform, OnBoard, and corresponding documents and materials
 - The position will be responsible for creating and sending OnBoard/Zoom invites to staff, committees, board members and the public; organize board packets; act as the Host to all TBCF Zoom meetings; filing minutes after each meeting; upload meeting resources and action itmes; track and send all staff meeting action items; update board rosters, sub-committee, and grant forms.
 - Board/committee meeting reminders one week before w/prior minutes; send out agenda and packet items prior to meeting
 - The position will also be responsible for updatin
- Disperse mail weekly and place office orders
 - Tracking and ordering office supplies from Amazon, Staples, USPS, and receive / disburse mail.
- Oversight of all outside service providers and vendors
 - Acts as staff liaison with technology contractor to address computer issues as they arise. Works with IT support to purchase software and hardware. Manages all workflow platforms (Slack, Zapier, Office 365, etc). Manages office operations with outside vendors, including water supply, cleaning service, printer maintenance, phone and Internet maintenance and more.
 - Maintains overall organization and presence of office space in collaboration with all staff.

CULTURE

The incumbent will join us in entering a culture focused on celebrating diversity and championing equity, while promoting accessibility to the community to allow us to live out our mission authentically. We are simultaneously focused on the well being of our team, and believe in a healthy work environment and competitive wages/benefits to allow team members to live a balanced life while fulfilling our mission. Team members are empowered to situationally lead in ways that will have a greater impact on the organization. We are a small team of thoughtful changemakers passionate about realizing TBCF’s full potential while in service of families battling pediatric cancer on the Central Coast.

BENEFITS

- Competitive salary.
- Full health insurance w/premium insurance plan.
- 403B matching program.
- Access to alternative health and mental health resources.

- Holidays + paid time off.

MINIMUM QUALIFICATOINS

KNOWLEDGE

- College preferred.
- At least two years' experience in related field.
- Database experience: DonorPerfect experience is a plus.
- Experience in the non-profit sector a plus.
- Bilingual (Spanish) a plus.

SKILLS & EXPERIENCE

- Superb organizational skills, flexibility, and detail-oriented with strong follow-through and ability to meet tight deadlines.
- Interest in working with the public, non-profits, and community-based organizations
- At minimum, a basic knowledge of Outlook, Word and Microsoft Excel and willingness to participate in trainings to advance knowledge.
- Willingness to become proficient in DonorPerfect.
- Ability to work in a team, work independently and in cooperation with others.
- Strong communication skills including speaking and writing.
- Ability to handle multiple demands.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to accept criticism and deal calmly and effectively in high stress situations.
- Ability to be adaptable and flexible.
- Must be honest, ethical and have integrity.

DEMONSTRATES TBCF TEAM VALUES

- Thoughtfully communicates with TBCF families, team members, Board members, volunteers, donors and community to provide white-glove support in all interactions.
- Participates in a culture of compassion with respect to internal and external operations.
- Demonstrates respect to team members and TBCF community by being present and punctual, as well as maintain strict confidentiality with sensitive or personal information.
- Upholds TBCF's high standard for transparency in operations.
- Works collaboratively with team members and larger community in all efforts.

PHYSICAL DEMANDS

In general, the following physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to allow different individuals to perform the essential functions of the job. Must be able to see, hear, speak and write clearly in order to communicate with employees and/or other customers; manual dexterity required for occasional reaching and lifting of small objects, and operating office equipment.

WORK ENVIRONMENT

In general, the following conditions of the work environment are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow different individuals to perform the essential functions of the job within the environment. The office is clean, orderly, properly lighted and ventilated. Noise levels are considered low to moderate.

This job description does not list all the duties of the position. Other duties, as assigned or deemed necessary by management, may be required. Performance evaluations will use the contents of this job description as a basis for appraisal.

TBCF reserves the right to revise this job description at any time. This job description is not intended to be an exhaustive list of all duties, responsibilities, and skills required. The job description does not constitute a contract for employment and does not guarantee employment for any specified period. The job description does not in any way alter the at-will employment relationship.