



## **Manager, Development Operations**

*The Museum of the City of New York fosters understanding of the distinctive nature of urban life in the world's most influential metropolis. It engages visitors by celebrating, documenting, and interpreting the city's past, present, and future.*

The **Development Operations Manager** is an essential member of the Development team that will be responsible for managing the overall operational efficiencies of the Development department. Key responsibilities encompass overseeing and optimizing the Development team's use of Museum databases (in particular, Altru); managing gift entry and acknowledgement processes; delivering regular reports to the Museum's Finance department; coordinating intra- and inter-departmental meetings; and providing administrative support. The Development Operations Manager must be highly analytical and detail-oriented, and possess a solid understanding of fundraising fundamentals. This is a full-time, regular position that reports directly to the Executive Vice President.

### **Roles and Responsibilities:**

- Manage internal department processes to ensure data-driven, efficient fundraising strategies and functional reporting
- Maintain tracking and reporting of campaign revenue to support expanded revenue generation
- Strategize with the Director of Individual Giving on annual fund and membership solicitations, supporting growth in contributions / memberships and the number of donors / members
- Supervise Individual Giving Associate, ensuring their success and professional development Project manage the annual budgeting and reforecasting processes
- Manage and execute data cleanup
- Process all General Operating Support (GOS) and Individual gifts over 10k made to the Museum
- Provide weekly and monthly gift reports to all internal stakeholders
- Oversee acknowledgement process of all individual gifts across all revenue lines
- Partner with Finance to create new project codes, manage monthly reconciliation, facilitate wire transfers, and provide documents and reporting during the annual audit, among other duties
- Process invoices and check requests
- Create queries and reports in Altru to facilitate mailings and prospecting across all verticals
- Maintain Development team office calendar; coordinate cross-departmental meetings and events; prepare meeting agendas
- Process mail for the Development department on a daily basis
- Provide administrative support for the Museum's Executive Vice President, including executive phone support as needed.
- Onboard new development team employees
- Assist in Development and Museum events, as needed
- Perform other duties as needed

### **A successful candidate will have:**

- At least three years of experience in development operations/administration, office management/administration/operations, executive support, or similar, preferably for a museum or cultural institution.
- Familiarity with and a willingness to learn about financial administration and reporting
- Proven ability to prioritize against competing deadlines both individually and as part of a team.
- Proficiency with donor management systems and the types of data necessary to support constituent/client relations.

- A commitment to diversity, equity, and inclusion and a passion for advancing equity and addressing structural racism within nonprofit organizations
- The desire to work in a collaborative, supportive environment
- Strong interpersonal skills, with a courteous and professional demeanor.
- Excellent written and verbal communication skills
- Attention to detail, with strong analytical and critical thinking skills.
- Experience with Microsoft Office, especially Microsoft Excel and Altru CRM system preferred

### **Physical Requirements & Work Environment**

Must be able to remain in a stationary position 50% of the time and able to traverse through office and museum gallery environment. Requires the ability to operate standard office equipment including computers and keyboards for extended periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading. Specific vision abilities required by the job include close vision, distance vision, color and peripheral vision, depth perception, and the ability to adjust focus. On occasion, the employee may be required to work outside events with weather conditions including heat and cold. May require travel to offsite locations throughout the five boroughs.

### **BENEFITS**

The annual salary for this position is \$55,000. Excellent benefits package, including a defined benefit pension plan as well as a 401K savings plan. The position offers a competitive benefits package including medical, dental, vision, FSA, HSA, life insurance, 401K and pension plan, short and long-term disability, critical illness, accident insurance, legal services and pet insurance, and Employee Assistance Program. The Museum has a generous paid time off policy including 12 sick days per year, vacation and 12 holidays. Your employment relationship with the Museum qualifies you for free or discounted admissions to other participating cultural institutions.

### **HOW TO APPLY**

Please email your resume and cover letter to the Museum of the City of New York Attention: Human Resources Department to [jobs@mcny.org](mailto:jobs@mcny.org). To be considered, please include **Manager, Development Operations** within the subject line of your email.

*The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.*

*The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification or expression, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race (including traits historically associated with race, such as hair texture and style), religion (including attire, clothing or facial hair worn in accordance with religious requirements), sex (including pregnancy, childbirth or related medical conditions and transgender status), sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. The Museum complies with applicable state and local law governing nondiscrimination in employment which prohibits discrimination and harassment against any employees, applicants for employment or interns, as well as contractors, subcontractors, vendors, consultants, other individuals providing services in the workplace or their employees in every location in which the Museum has facilities.*