



Director of Development  
Operations

**City Year Greater Boston**

**Boston, MA - Hybrid | Fall 2023**

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**BOSTON | NEW YORK**

***City Year Greater Boston seeks a Director of Development Operations to ensure the development team has accurate data and timely and relevant reports for strategic and accountable decision-making.***

## About City Year Greater Boston

For more than thirty years, City Year Greater Boston (CYGB) has delivered a powerful double bottom line: improved outcomes for students in under-resourced schools and the cultivation of the next generation of leaders through their alumni.

City Year is an AmeriCorps program - a national network of programs that engages thousands of members in service to meet critical needs across the country. City Year AmeriCorps members serve in systemically under-resourced schools as student success coaches—full-time, near-peer tutors, mentors, and role models who are uniquely positioned and trained to support students' social, emotional, and academic growth, while helping to create engaging learning environments. This work - supporting student and school success - helps to advance educational equity and creates more opportunities for everyone. AmeriCorps members provide students with tutoring in English language arts and math, support with attendance, additional academic resources, and relationships that support their learning and life success. In turn, these members gain invaluable professional and leadership skills through their year of service – including, for some, access to career pathways in education or for-profit companies and/or low-cost access to select undergraduate and graduate programs.



Additionally, CYGB works with partner schools and districts to create the conditions for all students to access what they need by providing whole classroom support and contributing to schoolwide climates that are welcoming and inclusive.

CYGB's holistic approach - informed by research and designed to meet local needs - provides students and teachers with critical supports that are essential for learning and development.

CYGB prides themselves on creating a workplace culture where systems and structures are consistently transparent; where people feel their voice is valued as they are included in decisions impacting CYGB's future; and where honest conversations are supported by accessible tools that encourage individuals to own their learning. CYGB aims to provide a diverse workplace where everyone feels they belong while ensuring equitable experiences for all.

## About Philanthropy at City Year Greater Boston

CYGB relies on its corporate, foundation and individual partners from both private and public realms to create sustainable social impact. With a wide range of support from philanthropic leaders, CYGB has a strong fundraising track record and an ambitious plan for growth over the next five years. This position will focus on attracting new major donors, maintaining a current base of outstanding supporters, establishing multi-year contributions, and identifying new funding sources.

Development Guild recently completed a comprehensive fundraising assessment for CYGB that identified a cache of opportunity with individual major gift and corporate prospects. The Executive Director and board are enthusiastic and committed to pursuing a growth plan to realize this opportunity.

## About the Position

City Year Greater Boston seeks a detailed, process-driven Director of Development Operations. To support strategic and accountable decision-making, they will provide the Development team with accurate data in timely and relevant reports and make effective use of available tools in support of City Year Greater Boston's mission. The Development team is currently responsible for securing ~\$7M in support from individual, corporate and foundation sources annually, with plans to increase to \$10M - \$13M over the next five years.

The position reports to the Managing Director of Development and will work closely with the Executive and Managing Directors to set strategy and achieve team and site goals.

The successful candidate thrives on using data analysis to discover and capitalize on trends and insights. They can also engage a diverse group of constituents with ease.



## Key Responsibilities

### ***Oversee Operations Systems for Development Department and Events***

- Manage and ensure accuracy and integrity of donor database (Salesforce); lead the Development team to deepen their use and understanding of donor database.
- Lead efforts to plan and track revenue generation by creating dashboards, reports and trackers to support fundraising efforts and provide accurate and timely updates that are regularly reviewed with the Development team and Executive Director.
- Conduct data analysis to identify fundraising strengths and opportunities.
- Create a site-specific revenue planning process and timeline.
- Manage all gift collections, processing, and acknowledgment system.
- Handle development event operations, including registrations, invites and RSVPs, and post-event follow-up to attendees and supporters.
- Manage meetings and materials for the Development team leadership.

### ***Support Engagement of Donors and Prospects***

- Collaborate with the national office to manage annual fund direct mail and online giving program to grow and diversify City Year Greater Boston's donor base.
- Work with Development team to create engagement plans for donor segments.

### ***Conduct Prospect Research***

- Support front line fundraisers with the identification and qualification of new and current donors and board members.
- Ensure prospects are screened and assigned to portfolios.

### ***Support Development Communications***

- Set up and manage all development-related emails and distribution lists through Marketo, the email system City Year uses to send mass communications to stakeholders.
- Set up and manage all online donation and event pages through Classy, the platform City Year uses for donations and event registrations.



### ***Support Organizational Initiatives & the Site***

- Contribute to the intellectual and organizational capacity by staying apprised of local and national trends in national service, public education, education equity, and philanthropy.
- Support and attend all major site events, including fundraisers, service days, trainings, and other activities and initiatives.
- Partner with other departments and staff to ensure that site-wide goals are met.
- Attend internal and external engagement and training activities throughout the year.

## **Key Qualifications**

- Seven or more years of professional experience, preferably in fundraising for a non-profit or educational organization, with proven ability to meet or exceed goals.
- Strong base of knowledge of fundraising, including direct response and fundraising operations.
- Command of Microsoft Office Suite with high level proficiency in Word, Excel, PowerPoint, Outlook, and Teams.
- Knowledge of fundraising databases, Salesforce Lightning preferred.
- Exceptional oral and written communication skills with an ability to engage and inspire a wide range of audiences both internally and externally.
- Excellent organizational skills, ability to handle multiple tasks and priorities, to think critically, and to confidently make decisions.
- Ability to adapt and excel in a fast-paced, diverse, and rapidly changing environment.
- Strategic thinker with strong analytical skills.
- Deep understanding of City Year's mission and the national service movement is helpful.
- Strong connection to the values of servant leadership, belief in the power of young people, social justice, empathy, inclusivity, teamwork, and excellence.
- Desire and ability to work with individuals of diverse backgrounds.
- Proven ability to work as both a team member and independent leader.

**CYGB is an equal opportunity employer and is committed to hiring staff who reflect the diversity of the communities we serve. Candidates of color, bilingual, and bicultural candidates are strongly encouraged to apply. If you are interested in working at a well-established, fast-paced, and supportive organization, committed to serving our region's young people, please apply.**

## COVID-19 Notice from CYGB

Our number one priority is the health and safety of our employees and AmeriCorps members and their families; our students and school partners; and the community at large from COVID-19. Proof of COVID-19 vaccination is required for employment and service – all staff members, including remote staff, and AmeriCorps members are required to be fully vaccinated\* no later than their start date. If you are unable to be vaccinated for medical reasons or sincerely-held religious beliefs, we will consider requests for reasonable accommodation consistent with our policy, and where we are able to provide such accommodations without undue hardship to the organization pursuant to applicable law. Notwithstanding any language herein, City Year will comply with any state, local, or federal orders, statutes, or regulations that may conflict with the COVID-19 vaccination policy.

\*Individuals are considered fully vaccinated 14 days after the completion of their primary vaccination series.

This position is located in Boston, Massachusetts and is a hybrid role with 3 in-person days per week. In-person days can be at the office, at a school, at external meetings with stakeholders, and/or attending events. The compensation range for this position is \$80,000-\$95,000 commensurate with experience.

For applications, please use the [form on our website](#) to submit your cover letter and resume in confidence.

For more information, please visit [www.developmentguild.com](http://www.developmentguild.com).

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For more information about City Year, please visit [cityyear.org/boston](http://cityyear.org/boston)

### About Development Guild DDI

*For 45 years, Development Guild DDI has consulted to leaders across the nonprofit spectrum. We have successfully collaborated with more than 650 clients nationwide in the sectors of health & science, education, environment, the arts, and social justice. We are experts in executive search and fundraising and are at the forefront of delivering best practice in these services.*

*With each engagement, we work in teams tailored to a client's particular needs, providing sector-specific intelligence, cross-sector insight, and hands-on functional expertise. We combine our perspective on nonprofit leadership with our knowledge and experience in both fundraising and executive search. This distinct perspective enables us to deliver the most strategic and measurable impact.*

