



## Manager of Development Operations

Two Ten Footwear Foundation

Waltham, MA | Fall 2020

### Tracy Marshall

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BOSTON | NEW YORK

***Two Ten Footwear Foundation seeks a Manager of Development Operations to manage and optimize the organizational development processes.***

**About Two Ten Footwear Foundation**

Two Ten Footwear Foundation (Two Ten) has been supporting and uniting the US footwear industry since Depression-era 1939, when a group of footwear workers came together at 210 Lincoln Street in Boston to help a colleague who had fallen on hard times.

Eight decades and millions of dollars in grants later, Two Ten has evolved to become the footwear industry’s hardship and crisis relief fund, serving a national workforce of more than 300,000 employees and their families with emergency financial assistance, support services and scholarships that improve their lives and careers while ensuring a healthy future for the next generation of the footwear industry.



**About Philanthropy at Two Ten Footwear Foundation**

Two Ten is the only Philanthropic organization that serves its own industry, uniting footwear professionals to help each other during crises and strengthen the footwear community across the United States. During the COVID-19 pandemic, Two Ten has been more essential to footwear employees and more critical to the footwear industry than ever before. With tens of thousands of employees laid off or furloughed at the outset of the pandemic, and many still unemployed or underemployed, Two Ten has provided in excess of \$3.5 million in crisis relief to 5,500 footwear families in 48 states and Puerto Rico.

**About the Position**



Two Ten is seeking a Manager of Development Operations to ensure efficient and effective management of the database, fundraising campaigns, event support, donor communications and reporting. The Development Manager will be detail-oriented, organized, and a highly skilled Raiser’s Edge administrator with proven experience managing fundraising campaigns and supporting large scale fundraising events.

Reporting to the Managing Director of Advancement, this role will interact with high net worth donors and collaborate with all of Two Ten’s departments, including finance, marketing, and program staff.

The Manager of Development Operations is responsible for managing and optimizing organizational development processes to increase funding revenue for Two Ten. They will take the lead on fundraising campaigns throughout the year and maintain content and data for development activities including solicitations, planning, materials, tracking, and reporting. In collaboration with IT, the Development Manager will support the department’s Raiser’s Edge clean up, SOP development, and champion new

opportunities and solutions to support ambitious fundraising goals. They will be responsible for managing the accurate and timely processing of incoming gifts and stewardship systems.

## Key Responsibilities

### ***Operations and Data Management***

- Create a trusted and effective operations function and oversee the donor database to support Two Ten's fundraising goals.
- Support database clean up and inform SOPs for the effective tracking and reporting against fundraising goals.
- Collaborate with IT to create monthly progress and analysis reports, financial dashboards, and supplemental documents for board meetings, Development Committee meetings, department meetings, and leadership updates.
- Manage, track and report on fundraising campaigns including employee giving campaigns and supplier campaign.
- Create and maintain prospect research and donor profiles.
- Oversee accurate and timely gift processing, including processing donations, generating invoices for donors, and producing timely and accurate acknowledgement letters.
- Propose and test new opportunities to maximize Raiser's Edge support and utilization of new fundraising channels, including online donations.
- Train and provide ongoing support to staff on Raiser's Edge usage and SOPs to help ensure the centralization of data and donor information to inform strategies and goal setting.

### ***Events Support***

- Provide best in class leadership and support for Two Ten events and fundraising programs.
- Provide critical, accurate and timely support for Two Ten's annual gala, including management of donor pipeline, registration, tracking of donor benefits and fulfillment, invoicing, acknowledgements, and on-site event support.
- Create and manage post-event reporting on metrics and year over year comparison tracking.
- Manage logistics and tracking of Two Ten's Share Your Shoes program, including management of third-party partner, pipeline management, donor acknowledgement letters, payment tracking, and regular revenue reporting.
- In collaboration with corporate contacts, support logistics, tracking, reporting, and print and digital collateral for employee giving programs.
- Support other development events as needed (if/when reactivated post-pandemic) including golf tournaments, Women in the Footwear Industry (WIFI), etc.

## Key Qualifications

- 5+ years of proven and hands-on experience managing and leveraging Raiser's Edge to support fundraising goals.
- Experience managing fundraising campaigns and large-scale fundraising events.
- Exceptional organizational skills with ability to prioritize and manage multiple projects under competing deadlines.
- Results-oriented with the ability to take ownership of staying on timeline and reaching goals while ensuring accuracy.
- Strong relationship building, communication skills, and professionalism especially with c-suite and senior executives.
- Understanding of nonprofit organizational structure and culture.

- Occasional travel as needed.



**All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other characteristic protected by law.**

Please email your cover letter and resume in confidence to:

[TwoTenManager@developmentguild.com](mailto:TwoTenManager@developmentguild.com)

**Tracy Marshall**

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For more information about Two Ten Footwear Foundation please visit <https://twoten.org/>

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## About Development Guild DDI

*For 40 years, Development Guild DDI has consulted to leaders across the nonprofit spectrum. With offices in Boston and New York, 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.*

