



Position: Development Operations Manager
Type: Full Time

Tenacity is a dynamic, \$4M nonprofit organization that empowers under-resourced Massachusetts youth to graduate from high school and achieve post-secondary success. Since our founding in 1999, Tenacity has been providing high-dosage youth enrichment programs that promote literacy, life skills, tennis/fitness skills, and social/emotional growth. We have served more than 45,000 students, ages 6-22, from Boston, Worcester, and Chelsea, MA. Tenacity's objectives include:

- Provide school-year and summer enrichment programming, helping students from under-resourced neighborhoods grow academically and socially while improving their level of fitness
- Provide literacy skills that promote critical thinking and understanding through a literacy curriculum designed around themes of social justice and student empowerment
- Provide racquet sports and fitness instruction that results in athletic skills, improved physical fitness, an understanding of health, enthusiasm for sport, and tenacity/perseverance on and off the court
- Foster long-term, supportive relationships between students and Tenacity staff to encourage high school completion and post-secondary success

Historically, Tenacity students have achieved a 95% high school graduation rate, and 70% of Tenacity students are succeeding in or have completed college or other structured post-secondary programs. Tenacity is recognized as a leader in in-school, after-school, and summer programming.

About the Position

The Development Operations Manager will work closely with Tenacity's Founder & CEO, members of the Development Department, Board of Directors and volunteers to support fundraising efforts through the accurate and timely processing, recognition, and reporting of gifts, administration of the donor database, assistance with annual fundraising and Institutional Giving, and the preparation and execution of fundraising events.

The Development Operations Manager will focus on strengthening fundraising events, assisting institutional outreach, and maximizing the functionality of the database by maintaining up-to-date records and implementing Moves Management best practices in

Raisers Edge and Raisers Edge NXT.

The ideal candidate is detail oriented with strong organizational skills and has experience with all steps of the giving cycle. Experience with and knowledge of Raisers Edge NXT and the ability to train staff, board and volunteers on the platform is a must.

Key Responsibilities:

Database Management

- Maximize the functionality of the database and implement best practices to effectively manage constituent data
- Record all gifts, pledges, and pledge payments in Raisers Edge
- Oversee and execute the gift acknowledgement process
- Carry out queries, exports, and dashboard for all annual fundraising operations, appeals, and events
- Participate in Raisers Edge NXT training program offered by Blackbaud and familiarize self with the full range of its capabilities within the first six months
- Maintain up to date constituent records through regular updating of contact and biographical information
- Train development staff and volunteer leadership on the proper use of Raisers Edge NXT

Grant Support

- Assist institutional outreach by tracking grants, reporting program data, and supporting outreach
- Populate boilerplate information on foundation portals and upload standard attachments
- Prepare narrative templates and project budgets for proposals as needed
- Periodically assist with grant writing as needed

Event Support

- Strengthen fundraising events by assisting with logistics, coordinating volunteers, training staff, supporting sponsors
- Willingness to work outside of business hours

Fundraising Support

- Provide direct mail, annual appeal, and event support for Worcester and Chelsea programming

Qualifications:

- Bachelor's degree and 3-5 years of relevant experience, preferably in a nonprofit organization
- Superb attention to detail and analytical skills
- Strong interpersonal and organizational skills
- Ability to multi-task, meet deadlines, and problem solve
- Excellent technology skills, including proficiency in Google Workspace, Microsoft Excel, and Raisers Edge NXT
- Excellent writing and verbal communication skills
- Expected to work independently, proactively, and as a collaborative member of the development team
- Ability to maintain strict confidentiality and data security
- Availability to work on occasional nights and weekends

Location/Work Environment:

The position will support all members of Tenacity's Development Department, the Founder and CEO, and the Board of Directors. The position is based out of Tenacity's Boston office; thus, the ideal candidate will live in or within an easily commutable distance of Boston.

Salary:

The salary range for this position is \$65,000 - \$80,000 commensurate with candidate's professional experience.

To apply: Please send resume to apply@tenacity.org