



City Year, Inc.
Headquarters

POSITION ANNOUNCEMENT
Vice President, Development Operations

Organization's Mission and Goals

City Year is an education-focused, nonprofit organization that partners with public schools to help keep students in school and on track to graduate. In communities across the United States and through two international affiliates, City Year's innovative public-private partnership brings together diverse teams of young AmeriCorps members who commit to a year of full-time service in schools. Corps members support students by focusing on attendance, behavior and course performance through in-class tutoring, mentoring and after school programs. This year, more than 2,000 City Year corps members are serving in schools and communities nationwide.

City Year has been recognized by Charity Navigator, America's premier charity evaluator, as a four-star rated organization for its sound fiscal management and commitment to accountability and transparency for each of the last eight years. Only 1% of the organizations rated by Charity Navigator have received at least eight consecutive four-star evaluations. City Year is a five-time winner of Fast Company Social Capitalist Award and has been recognized in leading business and management books including Built to Last, and Forces for Good: The Six Practices of High-Impact Nonprofits.

City Year was founded in 1988 with the ideal that young people are an untapped resource to help solve this country's pressing problems and in the process become more engaged citizens. Since then, City Year has established programs in 23 U.S. cities, including Boston, Chicago, Cleveland, Columbia, SC, Columbus, Denver, Detroit, Little Rock/North Little Rock, Los Angeles, Baton Rouge, New Orleans, Miami, Milwaukee, New Hampshire, New York, Orlando, Greater Philadelphia, Rhode Island, Sacramento, San Antonio, San José/Silicon Valley, Seattle/King County, and Washington, D.C., and international affiliates in Johannesburg, South Africa and London, England. City Year is a proud member of AmeriCorps.

City Year Service

As one of the fastest growing nonprofit organizations in the country, City Year is laser-focused on reducing the dropout crisis in America. Corps members provide a continuum of care working in third through ninth grade in America's highest-need schools. Over the next decade, City Year will focus its growth in the communities with the lowest graduation rates by scaling its impact in the 23 U.S. cities where City Year corps members already serve as well as expanding into carefully selected new markets. By tapping into the thousands of young people who are eager to serve, City Year can provide the extra people power in the classroom to help implement the right interventions for the right students at the right times.

City Year corps members accelerate whole school reform by helping schools implement research-based best practices by strengthening tiered students supports, improving coordination of teaching and learning, increasing teacher effectiveness by allowing more time for differentiated instruction, and expanding and optimizing learning time with before- and after-school tutoring. As near-peers, corps

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members are uniquely able to help improve student attendance, behavior and coursework - which research confirms are indicators of a student's likelihood of graduating from high school. This school-based service is at the heart of City Year's approach to helping students and schools succeed.

Position Summary

The Vice President of Development Operations is responsible for the strategic design, development and implementation of support functions that will enable City Year to effectively achieve its goals in fundraising and donor engagement. Reporting to the Chief Organizational Advancement and Alumni Officer (COAAO), the Vice President of Development Operations will have the opportunity to build and manage a growing team responsible for a) Prospect Research; b) Donor Stewardship; c) Annual Fund c) Fundraising Communications; d) Technical Assistance and e) Administrative Services. The Vice President of Development Operations is a member of City Year's National Executive Leadership Team, the Development Department's leadership team and is an active participant in programmatic planning as part of that team.

Responsibilities:

- Prospect Research/Prospect Management: Manages the Prospect Research efforts, leading the creation and implementation of a proactive program for prospect identification. Supports the prospect research requirements of the COAAO and other leadership gift frontline staff which enhances the ability of managers to increase fundraising productivity and to accurately predict fundraising results. In collaboration with senior development staff, the Vice President of Development Operations develops and implements annual and long-term goals and strategies; creating research systems and infrastructure; tracking the effectiveness of the program; and maintaining research library and tools.
- Annual Fund: Hire and oversee an Annual Fund manager who will centralize the organization's efforts to solicit and recommit donors across multiple geographies and platforms, including online giving. Collaborate with Prospect Research to develop process of growing Annual Fund donors into larger investors.
- Stewardship: Manages the stewardship efforts for conveying appreciation and recognition to City Year's donors. Guides strategic donor communications, acknowledgment; recognition; meaningful information on use of gift; and fund financial status. Works with donors and their financial legal advisors as required to secure current and planned gifts.
- Fundraising Communications: In partnership with Marketing & Communications teams, manages the communications efforts for marketing content for the Development Department. Develops strategies for conveying City Year's message utilizing relevant and compelling methods. Builds best practice library and trains fundraising staff network-wide on utilization.
- Technical Assistance: Manages National Director of Development Programs who coaches and supports City Year offices in their efforts to engage volunteer leadership for target market events, fundraising galas, and other special initiatives.
- Administrative Services and Organizational Development: Oversees Development's compliance with all City Year's policies and procedures. Works to develop cross-team relationships between Development Operations and other City Year teams to accomplish goals. Works collaboratively with offices around the network, particularly in the areas of communications, information services, budget and administration.

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- Works closely with the Chief Organizational Advancement and Alumni Officer (COAAO), Development Officers, Development (and/or Campaign) Committee and the Organization's Director to develop and enhance fundraising management techniques and tracking systems and reports to encourage the highest level of prospect progress/moves management and follow-through.
- Responsible for preparation, defense, analysis and monitoring of the headquarters Development department's budgets (including forecasts).
- With the COAAO, responsible for the formulation and administration of office and personnel policies and procedures and staffing, design and implementation of administrative systems, acquisition and maintenance of equipment and supplies.
- Manages the information services needs and recommends and implements operational solutions to support Development, and maximizes the capabilities of the fundraising database (Salesforce) to support fundraising. Designs, executes, and maintains customized database reports, lists and queries to fulfill requests for information from other departments and sites.
- Manages all gift processing, quality control on gifts, and ensures timely and accurate tax receipts to donors; administers proper recording of gifts, pledges and intentions in compliance with laws, regulations, auditing and reporting standards and requirements.
- Provides continual refinement of workflow systems for worker efficiency and to accommodate growing gift volume and expansion of services.
- Responsible for approval of purchase requisitions, travel authorizations and vouchers and payment requests submitted from the department.
- Manages office personnel matters including hiring, training, mentoring and affirmative action procedures, evaluation, leave approval, and staff development for Development Operations staff, and acts as the Human Resources liaison for the remaining Development team.
- Acts as the department's primary liaison with the Controller's Office to resolve financial reporting issues and interactions between the departments. Serves as resource/contact for auditors. Has authority for approval of time reports, request for payment, and travel vouchers submitted by the department.

Qualifications:

- Bachelor's degree in business administration or an area related; master's degree preferred. Minimum five years of direct responsibilities in advancement services/development operations with three years' supervisory management.
- Strong familiarity with software applications relevant to the development profession. Candidates demonstrating experience using the Salesforce platform preferred.
- Exceptional skills in organization and presentation, critical thinking, data analysis, quality assurance, and problem-solving with associated experience in supporting fundraising campaign activities. Possessed of the highest ethical standards to handle confidential and sensitive gift and donor information appropriately.

The Vice President of Development Operations will be a key decision maker and will be called upon to address critical needs which occur on short notice and will require immediate action.

Competitive salary and benefits.

Comprehensive benefits including health insurance, vacation days, holidays, parental leave, 401K, FSA, and more.

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Qualified applicants should send a resume, cover letter, and references by e-mail to:

Amy Born, Director, Talent Acquisition and Development

Subject: VP, Development Operations search

Email: cyexecutivejobs@cityyear.org

City Year is committed to a diverse workforce.
Individuals from all backgrounds are encouraged to apply.

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