



Senior Director, Development Operations

Location: Cleveland or Columbus, Ohio

About Planned Parenthood of Greater Ohio

Planned Parenthood operates 19 health centers throughout Ohio. We offer reproductive healthcare services for women, men, and young people; supporting people of color, those with low incomes, and the LGBTQ community. Planned Parenthood offers numerous education programs for the women, men, and young people of Ohio. We also offer prenatal programs, supporting vulnerable mothers in their communities.

Planned Parenthood of Greater Ohio seeks to help people develop a positive view of sexuality and provide them with information and skills to take care of their sexual health now and in the future. Sexuality is a healthy, lifelong aspect of us all. The programs, resources, and services offered by Planned Parenthood center around core, fundamental belief.

- We believe that youth have the right to accurate information and access to health services.
- We respect youth as valued members of the community with much to offer.
- We trust youth and adults to make responsible decisions when they are provided information, taught skills, and given support to do so.

About the Position

The Senior Director of Development Operations serves as an integral member of the development function with responsibility for the strategy, oversight, and implementation of essential development operations, including: donor database management, donor engagement, donor research and analysis, and financial services. This position ensures the integrity, reliability, and reporting of donor data to enable and support fundraising initiatives and efforts. The Senior Director of Development Operations manages a team of seven staff with three direct reports and will be:

- Strategic in developing systems and plans that support fundraising;
- A strong project manager and people manager;
- Able to ensure accurate systems and reporting;
- Data driven and analytical; and
- A strong collaborator and communicator with the team.

Essential Job Functions

- **Strategy** – Collaborate with the executive team and the fundraising staff to develop a comprehensive strategy for development operations and create tactical plans to implement the strategy.
- **Data Systems Management** – Ensure the integrity and hygiene of the CRM data. Establish policies and procedures and monitor data systems and related infrastructure and operations. Ensures processes are efficient, and donor data tracking and reporting is accurate and reliable. Ensures that the database is configured to create reports informed by PPGOH's development strategy.

- **Gift Processing** – Direct gift processing staff to ensure efficient and accurate gift entry, reporting, and timely recognition.
- **Donor Engagement and Event Management** – Directs activities related to engaging donors in PPGOH’s mission. This includes establishing engagement goals and overseeing the events team activities to raise funds, increase awareness, and deepen donor engagement.
- **End-user Support and Training** – Ensure that end users are able to use the systems effectively. This includes developing “right-sized” training and ongoing support processes.
- **Reporting and Business Intelligence** – Creates and disseminates reports, dashboards, and analytics that illuminate PPGOH’s progress on strategic objectives.
- **Prospect Research** – Directs and oversees research that quantifies prospects’ giving capacity and affinity. Communicate this data to executives and the front-line fundraisers to empower effective planning, cultivation, and solicitation.
- **Policy Development and Financial Planning** – Provide input and support to developing systems policies and procedures. Provide input to financial planning for the organization.
- **Team Leadership** – Hire, develop, coach, and lead the Development Operations team. Develop and implement team performance management system including appropriate performance objectives, metrics, and feedback.



Position Requirements

Education and Experience

- BA/BS in related field (e.g., business administration, marketing, communications, philanthropic studies, etc.)
- Donor data systems experience
- Donor relations, engagement, and event management experience
- Five or more years of progressively responsible experience with fundraising advancement services, database/systems management, or equivalent experience

Competencies, Skills, and Abilities

- **Strategic thinking and planning** skills with the ability to establish and implement short-term and long-term plans for achieving goals
- Extensive knowledge of **data systems** and **analysis**
- Extensive knowledge of **fund development** principles, strategies, and tactics
- Knowledge of methods to **engage** donors, staff, volunteers, and community constituents
- **Interpersonal skills** and ability to establish relationships with **integrity and trust**

- **Political savvy** in working with donors, funders, community leaders, and constituents
- Ability to **work independently** and be **self-directed** while being highly collaborative
- Strong **business acumen** and ability to work in fast-paced, complex, and changing organization
- Effective **problem-solving** and **decision-making** skills
- Ability to manage and measure work and motivate and build an effective team
- Ability to **manage multiple projects** and to **establish and manage priorities, goals, and timelines**
- Strong **communication (verbal and written)** and **informing** and **presentation skills**

About Cleveland

Recently listed as one of the “Best Places to Live in the US” by *Time Out* and hailed as “America’s hottest city right now” by *Forbes*, Cleveland has quickly grown into one of the nation’s most promising places to live and work. The Cleveland metro area, located along the shoreline of Lake Erie, boasts a vibrant identity, with almost 3 million residents and 117 different cultures that call the metro area home. Cleveland has experienced significant economic revitalization and made national headlines in recent years, particularly after winning the 2016 NBA Championship, hosting the 2016 Republican National Convention, and appearing in the 2016 World Series. The city proudly hosts a thriving food, arts, and music scene; top-ranked hospitals and educational institutions; acclaimed sports teams; beautiful national and local parks; and affordable housing choices across a variety of unique neighboring communities.

When it comes to arts and culture, Cleveland truly excels on a national level. The Cleveland Museum of Art is renowned, ranked by *Business Insider* as #2 in the country. The Cleveland Orchestra has also consistently ranked among the country’s finest, with a secure spot in the “Big Five”—and Playhouse Square is the largest theater district in the US outside of the Lincoln Center in New York. Other notable cultural institutions include the Cleveland Museum of Natural History, Museum of Contemporary Art, Rock and Roll Hall of Fame, International Women’s Air and Space Museum, Great Lakes Science Center, and Children’s Museum of Cleveland. In addition, Cuyahoga Valley National Park, located less than 30 minutes from downtown Cleveland, is the only national park in Ohio.

The Cleveland Clinic stands among the nation’s best hospitals, earning the #2 ranking in the country by the prestigious *US News & World Report*. The area also has some of the top public and private secondary schools in the region, including Case Western Reserve University, Cleveland State University, the Cleveland Institute of Art, and the Cleveland Institute of Music. Biomedical and “smart” manufacturing start-ups abound in Cleveland, drawing bright young professionals from across the country to live and work in the metropolitan area.

Cleveland is significantly more affordable than many other large cities. Residents are able to choose from charming 20th-century homes, sleek waterfront flats, and many other attractive architectural styles in historic neighborhoods and suburban areas such as Rocky River, Avon Lake, Tremont, Ohio City, University Circle, Shaker Heights, Cleveland Heights, Chagrin Falls, Brecksville, Detroit Shoreway, Pepper Pike, and Lakewood. Primary and secondary

education options are easily accessible from these communities, and most offer a robust network of parks and trails for recreation and leisure.

Application Process

Benefactor Group is assisting Planned Parenthood of Greater Ohio with this search. To learn more about PPGOH click on www.plannedparenthood.org/planned-parenthood-greater-ohio

Applications will be reviewed as they are received. All applications will be considered highly confidential. **To be considered for this position, please send cover letter and resume to:**

Ron Guisinger
Senior Consultant

HR@benefactorgroup.com

<http://www.benefactorgroup.com>