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Development Operations Coordinator

The Hearing Loss Association of America (HLAA) is the nation's leading nonprofit organization representing people with hearing loss. HLAA opens the world of communication to people with hearing loss through information, education, support and advocacy. With more than 48 million Americans living with hearing loss and these numbers growing rapidly, we work nationally and in local communities to promote hearing health and provide vital assistance and resources to help people with hearing loss and their families to live better lives.

Position Summary

The Development Operations Coordinator is an excellent opportunity for a mission-driven individual to be a part of a growing fundraising team. This position ensures effective use of donor and volunteer data and works collaboratively with staff to support annual giving, corporate partnerships, events, and volunteer engagement. This person is an essential part of the HLAA team, providing vital data administration, leading gift entry and acknowledgment, supporting campaigns and tracking progress on fundraising goals, streamlining and integrating data, and assisting staff to utilize data to build engagement and increase fundraising.

This is an exciting opportunity to be involved with all parts of a nonprofit development program and to become an expert in utilizing data to support fundraising and donor engagement.

Data administration and analysis:

- Manage the organization's constituent relationship management system and additional donor platforms used for fundraising and events.
- Ensure data integrity and accurate constituent records.

- Work with staff to implement donor information across platforms, and develop queries and reports.
- Analyze donor activity, segment donors for appeals and track fundraising progress against goals.
- Research key donors and prospects to assist with efforts to increase giving.

Donor cultivation and stewardship of donations:

- Lead timely and accurate gift entry and acknowledgment including entering donations and event registrations, preparing acknowledgments, and working with staff to personalize outreach as needed.
- Manage and support stewardship, event and solicitation mailings.
- Be a first point of contact for donors and be responsive to inquiries by phone, email or mail.
- Collaborate with the Development Director and prepare briefings, outreach lists, call sheets and donor profiles.
- Execute special projects, fundraising and donor events and other strategic initiatives.
- Assist with other duties as assigned to support HLAA's development goals.

Education and Experience:

- Bachelor's degree or equivalent education and experience.
- 2 years of administrative or operational support experience preferred.
- Demonstrated experience with data entry and analysis.
- Familiarity with relationship management software or other databases; knowledge of Raiser's Edge NXT, Luminate Online or similar software preferred.

Required Knowledge, Skills, and Abilities:

- Desire to collaborate and contribute to a growing development program.
- Highly detail oriented, enjoys problem solving and working with systems.
- Excellent organizational and time management skills.
- Clear and effective written and verbal communication.

- Willingness and ability to learn new workflows and manage multiple priorities.
- Proficient in Microsoft 365 tools including Outlook, Word, Excel, PowerPoint and Teams.
- Acts as a team member who emphasizes HLAA's success in helping those with hearing loss and demonstrates care and interest in the success of colleagues.

Work Environment:

Working conditions are normal for an office environment.

How to Apply:

All interested applicants should submit a résumé and cover letter with salary range requirements to jobs@hearingloss.org with "Development Operations Coordinator" in the subject line. Potential candidates will be invited for an interview.

Location:

North Bethesda (Rockville), Maryland (flexible, hybrid work)

Type:

Full-time

HLAA is an Equal Opportunity Employer. HLAA is committed to recruiting and maintaining a diverse staff; individuals from all backgrounds are encouraged to apply. HLAA does not discriminate based on race, color, ethnicity, religion, gender, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parenthood, or any other basis prohibited by applicable law.