

ReSurge International

Development Operations Manager (Full-Time)

About ReSurge International

ReSurge International is a global non-profit organization passionate about increasing access to reconstructive surgical care in low-income countries by training and supporting the next-generation of reconstructive surgeons across Africa, Asia, and Latin America.

Reconstructive surgery restores normal function resulting from an accident or trauma, a congenital condition, or cancer—enabling people to live full productive lives. Traffic accident injuries, burns, cleft lip and palate, missing fingers or toes, and cancer reconstruction are all common conditions reconstructive surgeons treat.

At ReSurge, we are one of the few organizations to provide the full scope of reconstructive surgical care for those in low-income communities. ReSurge International pairs 50 years of experience with an innovative capacity-building model that is creating a ripple-effect of impact across human lives, communities, and economies.

ReSurge is at an exciting inflection point in its history, with a bold new strategic vision calling for a ten-fold expansion of impact propelled by a parallel increase in resources. The new Development Operations Manager will serve as a crucial part of the Development team at this transformative time in the organization's history.

Position Summary

The Development Operations Manager reports into the Chief Development Officer (CDO), coordinating the key operational activities of the Development Department in support of the CDO, Associate Director of Donor Engagement, the President & CEO, and other team members as we work together to advance ReSurge's fundraising success. The Development Manager serves as the internal expert and champion of the donor database (Raiser's Edge), manages data input and tracking, designs and runs reports to support fundraising strategies and outreach campaigns, helps to prepare customized donor/funder outcome reports, provides basic stewardship of donors via email and phone communication, and serves as a vital member of the Development team to ensure that all department milestones are achieved. This full-time position will be primarily in-person (Tuesdays, Wednesdays, and Thursdays) at ReSurge's headquarters in Sunnyvale, California.

Responsibilities and Duties:

Development Database and Donor Stewardship

- Serve as the lead staff person for ReSurge's donor database (Raiser's Edge NXT) for reporting, data collection, input and tracking.
- Maintain responsibility for the confidential and time-sensitive entry of donor transactions and personal information.
- Manage the donor acknowledgement program, including thank-you letters and tribute acknowledgements via email and hard copy.
- Support the CDO and President & CEO with major donor research and outreach, and board member portfolios.
- Directly support the mechanics of fundraising campaigns, including donor reports, audience segmentation analysis, mail merges, email blast production (MailChimp), etc.
- Manage a portfolio of recurring gift and lower-level donors – providing stewardship to maintain and increase donor retention and strategic solicitations to encourage donors to increase their annual donations.

Financial and Administrative

- Ensure timely entry of all donations and grant funds.
- Create monthly account coding for Finance reconciliation reports.
- Support the annual audit and development of the annual report.
- Manage credit card expense reporting.
- Maintain and archive files appropriately on internal server.
- Schedule Development related meetings and create minutes/notes of meetings.
- Support the fulfillment of special donor campaigns (e.g., mailing collateral and gifts); order office supplies as needed.

Special Events

- Support the CDO and Associate Director of Donor Engagement in donor event planning and implementation including project management, preparation, day-of-coordination, follow-up, etc.

Grant Writing

- Support the CDO and grant writer(s) in researching grant opportunities and providing basic organizational information required for proposals.
- Contribute to the creation of professional, compelling reports to funders.

Qualifications and Requirements:

- A minimum of two years of experience in a data management or administrative position, ideally in a nonprofit or philanthropic organization
- Demonstrated proficiency in Raiser's Edge and experience with related fundraising software (e.g., wealth screening, online fundraising platforms, etc.) as well as MailChimp (or similar email communication platform)
- Fluent in MS Office suite; experience with Google platform a plus
- Exceptional written and verbal communication skills a must
- Goal-driven self-starter who can work independently and as part of a team
- Strong organizational and project management skills
- Excellent time management skills and ability to multitask and prioritize work tasks
- Willingness to learn and an authentic commitment to continuous improvement
- Strong interpersonal skills and ability to contribute to ReSurge's healthy, mutually supportive team environment

Work Location

This position is based in Sunnyvale, California with three days per week required in the office. This position may also require some evening or weekend hours for events and board meetings.

Diversity, Equity, and Inclusion

It is a core belief at ReSurge that diversity, equity, and inclusion make our programs stronger, and we seek to reflect that diversity on our team as well. We are an equal opportunity employer actively seeking diversity in service to our mission to train, fund, and scale reconstructive surgical teams in low-income countries, increasing access to life-changing care for patients with the greatest need.

Compensation

Commensurate with qualifications and experience, plus comprehensive benefits including excellent health insurance, retirement savings plan (including company match), life insurance, and generous paid time off. Salary Range: \$65,000 - \$75,000.

To apply, please submit a resume and cover letter detailing your interest in the position to jobs@resurge.org. No phone calls, please.