



# JOB DESCRIPTION



## INFORMATION

<b>Job Title:</b>	<i>Development Operations Coordinator</i>	<b>EEOC Job Classification</b>	Professionals
		<b>FLSA Classification</b>	Non-exempt
<b>Department:</b>	Development	<b>W/C Classification</b>	8868 – Administration/Faculty
<b>Reports To:</b>	Director	<b>Compensation</b>	\$26.00 - \$31.00/hour

## SUMMARY

Advance the mission and vision of TMUS by for managing donor data and gift processing, maintaining accurate records and reporting, coordinating stewardship initiatives, overseeing project timelines, and serving as a primary point of contact for departmental communications and support.

## ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is primarily office-based (on-site) due to daily responsibilities involving physical gift processing, security-sensitive donor database management, financial recordkeeping, and direct coordination of physical operations. Regular on-site presence is required to ensure accurate handling of confidential information, physical mail/donations, and seamless staff collaboration.

### Database & Process Management

- Maintain and manage the Raiser's Edge (RE) donor database, ensuring data cleanliness and consistency.
- Oversee and optimize the iDonate processing workflow.

### Donation Processing & Receipting

- Accurately process all physical checks/cash and online donations.
- Manage the end-to-end Donor Receipt Process and prepare check transmittals for accounting.
- Coordinate, generate, and issue accurate Year-End Tax Receipts to giving partners.

### Queries, Reporting & Analytics

- Build and execute complex contact lists, segmentations, and data queries for development officers, mass emails, and physical mailers.
- Set up and execute batch automated actions for departmental outreach tracks.

### New Donor Onboarding

- Run targeted queries and conduct strategic donor research.
- Prepare new donor welcome boxes and route newly acquired records to assigned development officers.

### Department Liaison & Administrative Support

- Serve as the department's central communication hub (answering incoming calls, emails, and physical mail).
- Provide timely data, operational updates, and general administrative support to the team.

### Relationship Stewardship & Milestones

- Manage, track, and dispatch intentional milestone gifts for birthdays, anniversaries, weddings, births, and deaths to giving partners.

- Oversee development project timelines including Dividend updates, special events, and Christmas distributions.
- Maintain organization and stock levels of the development resource inventory closet.
- Performs other related duties as assigned.

## QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Excellent written and verbal communication skills.
- Strong organizational and interpersonal skills.
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.
- Knowledge of Development rules and regulations.
- Ability to coordinate and organize meetings and/or special events.
- Proficiency with fundraising software platforms.
- Commitment to respect and submit to departmental and Institutional leadership.
- Proficiency with customer records management (CRM) software and fundraising software (Raiser's Edge).
- Must successfully pass a background investigation.

## SUPERVISORY RESPONSIBILITY

- This position has no supervisory responsibilities.

## EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience, Master's degree preferred.
- At least one years' experience in an administrative role.
- Proficient in Microsoft Office Suite or similar software.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; has full dexterity of hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.
- No travel with overnight stay expected.

## ADDITIONAL INFORMATION

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of, or combination of, race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.