



Director of Development Services

Department

Development

Reports to

Vice President of Development

FLSA

Exempt

Position Summary

The Director of Development Services oversees Natural Lands' fundraising operations and directs all internal support services—including processes, procedures, quality control, technical advancements, data management, and reporting—with the goal of strengthening organizational capacity to grow philanthropic revenue and deepen donor relationships. The position has core responsibility for coordinating with the Finance Department as well as overseeing Development's technical requirements, and providing day-to-day supervision for the Donor Database Manager and Development Coordinator. As an integral member of a nine-person, fast-paced, and highly motivated development team, the Director of Development Services has additional assignments associated with strategic and work planning, budgeting, and events.

Primary Responsibilities

Overview

- Direct internal and external development services to enable and strengthen frontline fundraisers' capacities to grow philanthropic revenue and advance donor relationships.
- Manage and evolve a department infrastructure that capitalizes on external opportunities, advances internal processes, procedures, and technologies, and unifies department fundraising across the donor spectrum.
- Supervise staff involved with Development Department operations and maintain a support service unit that excels at both internal and external customer service.

Development Operations

- Provide strategic direction for development operations along with an infrastructure that builds on fundraising successes and increases Natural Lands' capacity to attract and secure philanthropic support for short- and long-term organizational priorities.
- Establish and oversee technical and operational systems for development-related gift and data recording, relationship tracking, acknowledgement processes, list management and segmentation, surveys, along with reporting to support all fundraising activity.
- Develop and maintain a working knowledge of individual donors and giving patterns to support the efficient and accurate allocation, acknowledgement, stewardship, and reporting of gifts.
- In collaboration with the Directors of Donor Relations and Individual Giving, manage the donor pipeline supporting the upgrade of members and ensure the coordination of fundraising across the entire department.
- Working with the Director of Donor Relations, ensure that cultivation, solicitation, and stewardship activities are recorded consistently and accurately for efficient portfolio management, coordination, and reporting across the department.
- Manage coordination of the department's annual budget as well as annual work plan tracking and advancement.

Development Support Services

- Direct the information technology that supports fundraising efforts and data integrity, identifying needs and developing innovating solutions for office management and efficiency. Manage all vendor relationships related to development operations.
- Direct and monitor database management, maintenance, and data health for efficiency and accuracy of donation processing and constituent data management.
- With the Donor Database Manager, create and update constituent management policies and procedures to ensure consistency across Natural Lands. Enable donor segmentation, deliver superior customer service, and promote best practices.
- Direct the tracking, generation, and dissemination of development-related reports, metrics, and constituent actions across the institution.
- Serve as liaison to the Finance Department to reconcile accounting, monitor the budget, and ensure compliance with the IRS and other regulatory entities.
- Lead the implementation and execution of internal registration systems for large-scale fundraising and membership events, including directing on-site registration (guest lists, name tags, welcome donor experience, etc.).
- Direct list generation and donor segmentation for the Development and Communications & Engagement Departments as well as the annual donor listing.

Other

- Assist Development Department colleagues with donor cultivation and fundraising events as required.
- Participate in Board of Trustee committee and other leadership meetings as well as special project-based task forces as requested.
- Read, network, and attend professional meetings to stay informed about best practices in development services, technology, and other fundraising trends.
- Perform duties and responsibilities as directed by the Vice President of Development.

Qualifications	<ul style="list-style-type: none"> • Bachelor’s degree. • Minimum seven years of development experience, including a track record of attending to fundraising operations. • Broad knowledge of all facets of a sophisticated development program. • In-depth knowledge of development tracking and digital communications systems, specifically Raiser’s Edge as well as research analytics and screening tools. • Skilled at establishing and cultivating strong relationships with peers, organizational leadership, and colleagues across different levels of the organization. • Demonstrated track record of success managing and monitoring complex budgets, department management and administration, and current trends in philanthropy. • History of direct supervisory experience of two or more employees. • A talent for managing up (particularly senior management and board leadership), including evidence of successful relationship management partnerships. • Unwavering commitment to discretion in dealing with donor information. • Exceptional and practiced history of written and verbal communication skills. • Ability to understand and articulate Natural Lands’ case for support as well as organizational priorities. • Capacity to balance multiple and sometimes competing deadlines and to work productively and amicably in a fast-paced and motivated environment. • Strong interest in conservation and Natural Lands’ mission. • Commitment to take CPR and basic first aid training if not certified already.
Physical Requirements/ Working Conditions	<ul style="list-style-type: none"> • Position requires occasional hiking hills and walking uneven terrain in addition to reaching, lifting, carrying, pushing, and pulling for placement and setup of event support items up to 20-35 pounds (tables, chairs, signs, displays, etc.). • Ability to travel throughout the region (eastern PA and southern NJ) for events, with a valid driver’s license and reliable vehicle. • Position requires a flexible schedule with the ability to work evenings and weekends, particularly during busy seasons.
EEOC Statement	<p>Natural Lands is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, age, national origin, sexual orientation, disability, or veteran status. We aim to build a workplace where employees feel empowered to bring their full, authentic selves to work.</p>