

## **Helen Keller Intl Job Announcement**

### **Associate, Development Operations**

*New York, NY  
(Hybrid)*

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition and clear vision, we help millions of people create lasting change in their own lives. Working in 20 countries – across Africa, Asia, Europe and the United States – and together with a global community of supporters, we are ensuring every person has the opportunity – as Helen did – to reach their true potential.

We are seeking an Associate, Development Operations, to join the Donor Analytics and Research team within our newly evolved Growth and Branding Group (formerly External Relations). This role will primarily support the Major Gifts team as those donors require more bespoke support, as well as play a key role in our group administration. Our group is at a pivotal moment in which the organization is intentionally growing our community of individual donors, and both Board members and staff are energized in the effort.

The Associate will contribute to the overall strong culture of philanthropic values and donor-centric service by supporting the work of the Donor Analytics and Research team, the Major Gifts team, and the Growth and Branding Group to ensure that major donors receive high-quality and timely communications and attention which builds donor relationships, as well as preparing group expenses, organizing our group administrative activities, and playing a key role in maintaining our donor systems to support good donor relationships, research, and analysis.

### **Functional Relationships**

Reporting to the Associate Vice President of Donor Analytics and Research, who supports the fuller Growth and Branding group, the Associate, Development Operations is part of the Donor Analytics and Research team and will work directly with the Donor Analytics and Research team, as well as the Major Gifts team and other Growth and Branding colleagues.

The Growth and Branding Group is structured in such a way that the work of each unit supports and reinforces the work of every other unit. Regular communication and a spirit of teamwork among colleagues, both hierarchically and laterally, are essential to make this structure thrive.

### **Key Responsibilities**

- Provide administrative support for the Growth and Branding Group
  - Preparing invoices, travel expense reports, credit card reconciliations, and other expense tracking and related activities.
  - Coordinate between our State Registration and compliance vendor and colleagues in Growth and Branding, Finance, People and Culture, our Board Members, and the Executive Office to help ensure we are up to date with our charitable registrations, watchdog agencies, and related paperwork and signatures.
  - Keep track of group inventory, ordering supplies and stationery as

- needed.
- Create and maintain calendar of key activities for group.
- Perform routine quality control tasks and processes to ensure clean and complete data; create and complete data hygiene processes as assigned.
- Organize archives and files for physical and digital donor correspondence and other fundraising related documents and assets.
- Work across the group to prepare vendor payments including all vendor paperwork. Prepare invoices, Amex reconciliations, and track group expenses.
- Coordinate timely updates, solicitations, invitations, and acknowledgement letters.
  - Organize lists, addresses, and other key information to create systems to efficiently and effectively mail and email appeals, reports, and updates to different groups of donors and prospects.
  - Merge (both for mail and email) correspondence.
  - Pull from and input information into database of record (Raiser's Edge (RENXT)).
  - Craft and send gift acknowledgement letters and emails.
- Prepare meaningful donor profiles: conduct research on donors and prospects, analyze and digest information using discretion and practical knowledge.
- Develop, refine, and implement tracking systems and documents to help the major gifts team, and Helen Keller staff and volunteer leadership engage with donors on schedule and in timely and organized ways.
  - Track outreach to donors and prospects in Raiser's Edge.
  - Update donor records on a timely basis to reflect meeting notes and actions.
  - Create materials for review by staff and Board members to see actions and outcomes of donors they are engaging.
  - Develop efficiencies and systems to track actions and make best use of the database.
  - Upload and track appeal history, fundraising actions, and solicitation plans for major donors, board, and other key supporters.
  - Collaborate, share best practices, and learn from colleagues in the Donor Analytics and Research team as well as the Major Gifts team.
- Act as a database power-user: propose improvements to processes and make recommendations to take advantage of database features.
- Take on additional projects assigned. Based on interest, skills and capacity, additional projects for career growth.

## Qualifications

- College degree plus a minimum of 2 years directly relevant work experience, or equivalent combination of education and experience, preferably in a fundraising, development operations, advancement services, customer service or related field, particularly in a nonprofit environment.
- Experience with a Customer Relationship Management (CRM) system is required.
- Excellent verbal and written communication skills.
- Strong interpersonal, written, and oral English language communications skills including ability to:
  - Write business correspondence, internal memos, routine reports, and document procedures.
  - Communicate complex information in a clear and consistent manner; and
  - Build collaborative relationships with employees from diverse backgrounds.
- Energetic, organized, detail-oriented with strong follow-through and problem-solving skills
- Ability to perform duties that require very close attention to detail and synthesize

information from multiple sources.

- Ability to handle confidential matters with a high level of integrity and discretion.
  - Collaborative, flexible, and solution oriented.
- An ability to work independently and efficiently within a fast-paced and deadline-driven environment.
- Ability and willingness to work as a team player.
- Accuracy and attention to detail are a must; sensitivity when working with highly confidential information and ability to maintain complete discretion at all times.
- Computer literate: Proficient in Raiser's Edge / RENXT a bonus but will consider other fundraising CRM software experience. Adept in other applications including Word, Excel, Outlook, Google, research tools.
- Core work hours are expected to follow Eastern Standard Time (US).
- This full-time position requires at least two days per week onsite at Helen Keller's New York City location.

### **Fairness, Belonging and Zero Tolerance to Abuse**

As a member of the Helen Keller Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.
- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values.

### **Compensation**

The full-time annualized midpoint of the salary range for this position is \$74,000. Helen Keller offers a comprehensive benefits package, including health coverage, paid leave, retirement savings with employer match, and professional development. Specific offerings may vary by country in accordance with local laws.

### **To Apply**

Qualified candidates should submit a cover letter and resume to [hki.recruitment@hki.org](mailto:hki.recruitment@hki.org).

In the spirit of the extraordinary ability and vision of our founder, Helen Keller Intl fosters an environment of fairness and belonging for our workforce.

Helen Keller Intl is an Equal Opportunity Employer. We are committed to the principles of equal employment opportunity for all employees and applicants for employment.