

# **GAI Development Operations Coordinator**

Germanic-American Institute  
301 Summit Avenue  
St. Paul, MN 55102  
www.gaimn.org  
651.222.7027

**Position Title:** Development Operations Coordinator  
**Reports to:** Director of Development and Communications

**Position Classification:** Hybrid, full-time; hourly non-exempt, with an average of 32 hours per week.

**Hours:** The position requires a minimum of 3 office days on-site, with a Wednesday requirement for staff meetings. Administrative office hours can be flexible; the majority are to be worked during the core business hours of 9:00am-3:00pm.

**Compensation:** Starting wage is \$18-\$24/hour, depending on experience and qualifications.

**Benefits:** company health insurance, dental insurance, PTO (paid time-off), sick leave, 13 paid holidays, annual retirement plan contribution, Employee Assistance Plan. The GAI is closed the week of December 24-January 1.

## **Position Overview**

The Development Operations Coordinator works with the Director of Development and Communications and the Communications Manager to strengthen the GAI's fundraising and increase the visibility of the organization's work and mission by managing the organization's database and donor communications. The Development Operations Coordinator is responsible for the overall operations of the Development function, including processing memberships and contributions, gift entry and acknowledgement, reporting, prospect research, and general administrative support. This position maintains the GAI's CRM (Bloomerang), and is a primary contact for members and donors.

## **Duties and Responsibilities**

### **Administrative Duties**

- Accurately process incoming donations into the CRM in a timely and efficient manner, and generate gift acknowledgments and tax receipts
- Manage GAI memberships, including payment processing, issuing renewal letters, database updates, and issuing receipts.
- Ensure integrity of the database records through system maintenance and regular constituent record updates
- Create complex database reports and targeted mailing lists
- Maintain tracking system for pledges, planned giving, and other fundraising initiatives
- Conduct prospect research
- Proactively contribute to the development of systems of data capture and reporting

### **Donor and Sponsor Relations**

- Correspond with GAI members and donors in a friendly and timely manner to answer questions, solicit feedback, and maintain good relationships; follow-up with new and established donors via phone and email and at in-person events
- Support stewardship, cultivation and fundraising events
- Cultivate sponsor relationships; work with events team to secure new corporate sponsors and retain or upgrade current sponsors

### **Required Qualifications**

- Very strong clerical and administrative support skills
- Strong database management skills, with knowledge of nonprofit best practices in data models, recordkeeping, and reporting in donor-based CRMs.
- Excellent attention to detail
- Excellent written and verbal communications skills; ability to engage warmly and professionally with a diverse range of people
- Ability to manage a variety of concurrent projects independently while working collaboratively
- Creative problem solver with an orientation towards building and improving processes, infrastructure and workflows

### **Preferred Qualifications**

- Basic German language and cultural competency
- Experience in a non-profit or philanthropic setting
- Grant writing, reporting, and prospecting skills

### **Work Environment & Culture**

The Germanic-American Institute is in an exciting phase of visioning and growth. The annual operating budget has increased three-fold in the past 10 years and is currently \$1.7 million. The GAI Board of Directors and Staff have set a vision for becoming the premier center for German language and cultural education in the United States. Candidates with a strong background or interest in German culture will find the position especially rewarding.

The Development Coordinator position allows for generous creativity, professional development, and the strong sense of contributing to the growth and advancement of a leading cultural institute. We have a small, hard-working and passionate team who enjoys good food, good coffee, and achieving great results. At the GAI, we believe in and follow the following principles:

- Work-life balance, which includes flexible schedule options, healthy time-off and vacation options.
- Stellar service to all organizational stakeholders
- Developing a sense of community among all who engage at the GAI
- Working with staff to capitalize on their strengths and interests and giving them the latitude to be creative in achieving results-oriented success. GAI includes professional development for all staff in its annual budget.

### **EQUAL OPPORTUNITY EMPLOYMENT**

The GAI is committed to acknowledging, addressing, and dismantling practices which impede progress. We are actively seeking a diverse pool of candidates, and we welcome all applicants regardless of race, color, religion, national origin, sex, age, disability, sexual orientation or ancestry. The Germanic-American Institute is an equal opportunity employer, committed to fostering an inclusive environment. EEO/W/M/Veteran Disability

### **HOW TO APPLY**

Please email a cover letter and resume to the GAI's Executive Director, Jeana Anderson, [janderson@gaimn.org](mailto:janderson@gaimn.org). Please note "Development Operations Coordinator" in the subject line.

The position is open until filled, and applications will be reviewed on a rolling basis.