



## **Development and Operations Associate**

**Job type:** full-time, in office

**Generous paid time off every year including:** more than 12 paid holidays and a robust PTO bank and carryover policy

**403b retirement plan:** with 3% employer match after one year of service

**Comprehensive health care coverage:** with minimal cost passed on to employees

**Eligibility for supplemental insurance plans:** basic plan paid by employer

**Most importantly:** a job with a good purpose

The Adult Congenital Heart Association (ACHA) is a rapidly growing national patient advocacy organization that engages patients, caregivers, family members, healthcare providers, elected officials and other key constituents in activities to empower the congenital heart disease community by advancing access to resources and specialized care that improve patient-centered outcomes.

ACHA seeks a highly organized, experienced and professional Development and Operations Associate to help ensure the efficient functioning of our executive, departmental and office administrative functions. This is an excellent opportunity to invest your skills in a highly-respected organization, and help ACHA address the unmet needs of those living with this country's most common birth defect. To learn more about our work visit [www.achaheart.org](http://www.achaheart.org). The Development and Operations Associate position is full-time (40 hours/week) and is located in ACHA's national office in Media, PA.

### **POSITION SUMMARY**

ACHA is experiencing an exciting period of growth and the Development and Operations Associate will play a pivotal role in the organization's continued success and expansion. The position will carry out data processing and administrative responsibilities throughout all functions of the organization including our development and mission delivery departments, general office administration, and supporting ACHA's President/CEO.

### **POSITION RESPONSIBILITIES**

This position reports directly to the Vice President for Finance and Operations and performs work under the supervision of several key members of staff, as follows:

#### **President/CEO:**

- Maintain CEO's Outlook calendar including scheduling meetings/conference calls and updating the calendar for key events and programs



- Schedule President/CEO travel and accommodations as necessary; process CEO's monthly expense reports.
- Schedule staff, board and committee meetings; manage meeting logistics and prepare materials such as agendas, minutes, dashboards and other key documents.
- Work with staff and board leadership as well as outside consultants to regularly review and update key documents (such as by-laws and policy manuals) as necessary.

#### **Senior Development Manager:**

- Ensure accurate and timely processing of ACHA donations, including employer match confirmation requests; Raiser's Edge entries and processing acknowledgement and tribute notification letters; coordinate additional personalization of donation acknowledgements by the CEO, including notes on letters, note cards, and phone calls, when appropriate.
- Coordinate shipping of donor thank you gifts and incentives throughout the year.
- Support ACHA's Senior Development Manager in all annual appeal mailings, including printing letters for the CEO to personalize and completing mailings in office.
- Process Medical Professional Membership fees in Raiser's Edge and coordinate shipping of membership welcome packets and other annual mailings.

#### **Senior Director for Mission Delivery:**

- Coordinate event logistics and provide other administrative support as necessary for the ACHA National Conference.
- Maintain knowledge of annual Regional Conferences and answer registration and other general questions as needed.
- Perform data entry for all events including webinars and regional and national conferences
- Update the Clinic Directory data once per year
- Maintain high-level knowledge of all programs to be able to answer general inquiries independently.

#### **Walks Program Support:**

- Perform data entry in Team Raiser for all Walks donations and sponsorships and prepare related bank deposits



- Generate and send Walks donor acknowledgement letters
- Answer incoming calls and emails to the Walks national phone line and email account and provide support to Walks participants and donors by facilitating questions and trouble-shooting user-based website questions and issues.
- Assist with generating reports from Team Raiser for the Walks team, as needed.
- Handle all shipments of materials (educational materials, banners, promotional items, etc.) from the national office to each walk event.

**Senior Communications Manager:**

- Track inventory, organize, and order/reorder all ACHA-branded materials (print material and giveaways)
- Fulfill online store orders

**Vice President of Finance and Operations:**

- Act as the main office liaison, including answering phones/transferring calls, opening/processing mail (including maintaining a cash receipts listing), managing supplies and equipment needs and general office upkeep

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM WORK:**

- A minimum of a BA/BS required.
- A minimum of 3-5 years of relevant work experience required. Nonprofit office administration and/or data coordination experience is required.
- Superior organizational, written and oral communication skills. Outstanding attention to detail is required.
- Successful at handling multiple responsibilities and competing priorities.
- Experience in Blackbaud software, including Raiser's Edge and/or Luminate Online and TeamRaiser is required.
- Position will have access to sensitive information and, therefore, the ability to maintain a high level of confidentiality is required.
- An outgoing personality with a demonstrated ability to form and manage productive relationships is required.



- Ability to be self-starting, self-sufficient and independently focused, with minimal supervision.
- Ability to critically assess systems and procedures and suggest improvements.
- Proven computer competency, with strong hands-on capability in the Microsoft Office Suite is required.
- Familiarity with non-profit administration and board governance preferred, but not required.

#### COMPENSATION

The salary for this position is competitive and commensurate with experience. ACHA offers a generous benefits package including health, dental, vision, life and disability plans as well as retirement and paid time off.

#### ANTI-DISCRIMINATION POLICY

ACHA does not discriminate based on ethnicity, race, gender or sexual orientation and encourages all qualified individuals to apply, including those with congenital heart disease.

#### TO APPLY

Interested candidates must email formal letter of interest, resume and salary requirements as attached PDF or Word documents to [hr@achaheart.org](mailto:hr@achaheart.org) with "Development and Operations Associate" in the subject line. No phone inquiries or mailed applications, please.