Farm Aid Job Description

Job Title: Operations & Development Coordinator

Job Classification & Employment Category: Exempt, Full-Time
Location: Expected to be on site at Cambridge, MA office 2-3 days/week
Reports to: Accounting Manager (with interim reporting to Operations Manager for onboarding and until Accounting Manager is hired)
Target start date: March 2022
Salary: $48,000 – 52,000 depending on experience

Job Summary and Purpose
The Operations & Development Coordinator plays an integral role in achieving Farm Aid’s mission by contributing to the smooth and effective execution of financial and administrative functions across the organization. As a member of the Operations team, the person in this position serves as a key liaison and cross-team collaborator, with a strong connection to the contributed and earned revenue teams. This role also supports and executes day-to-day operations of Farm Aid’s physical office space. Key areas of responsibility are to:

- Serve as a liaison between operations and revenue teams to carry out accurate and effective processing of contributed and earned revenue;
- Provide support for planning, implementation, fulfillment and reporting for revenue generating activities;
- Serve as a key Salesforce user, through data entry and data stewardship;
- Provide administrative support for both office-based and remote staff members, including contributing to improved policies, systems, and processes.

Essential Job Duties and Responsibilities

Revenue Operations and Data Management (estimated to comprise 50-60% of effort):

1. Process the receipt of all contributed and earned revenue, including cash, checks, credit card transactions, securities, and gifts in-kind, working closely with accounting and revenue staff for accurate and timely attribution of donations and other revenue.
2. Generate and/or obtain reports from all payment processors and platforms, preparing data and assisting with monthly revenue reconciliation and annual audit requests.
3. Process receipts and acknowledgements for donors, sponsors, in-kind services contributors, event attendees and auction participants; as well as merchandise buyers as needed.
4. Ensure accurate, timely and effective data entry and management, including creating, updating and maintaining records in Salesforce and fundraising platforms according to established standards. Provide customer service related to updating donor data.
5. As a key Salesforce user, provide backup support for data reporting and management as needed. Participate in regular meetings with our Salesforce managed services tech support team to troubleshoot issues, contribute to system improvements, and build out reporting functions.
6. Provide support for planning, implementation, fulfillment and reporting for development team activities, including auctions, campaigns, special events, and Festival VIP Experience.
7. Participate in merchandise operations, including tracking and processing inventory orders and premiums, providing customer service as needed, and as a liaison to FA’s fulfillment vendor. Assist with merchandise sales operations and Shopify site maintenance as needed.
8. Provide reports and content as needed and as time allows, in support of organizational communications and storytelling.
Operations & Development Coordinator

General Operations (estimated to comprise 30-40% of effort):
1. Serve as a representative of Farm Aid, ensuring consistent and positive customer-service orientation for internal and external constituents, including while greeting guests, answering and directing telephone and email inquiries, managing day-to-day mail services, and providing assistance for inquiries.
2. Support accounting and finance staff with ongoing and annual accounting and audit procedures through file maintenance and retrieval, report generation and other general assistance.
3. Contribute to the development, maintenance and implementation of policies and procedures, and process improvements, including physical and digital file and records management.
4. Provide administrative assistance as needed for staff and the office space, including supplies ordering and maintenance.
5. Participate in staff meetings, planning retreats, professional development, and other related activities in support of professional and organizational goals.
6. Participate in efforts to promote a positive work environment/culture and support employee engagement, including through group activities, events, and staff recognitions.

Festival, Events and Special Projects (estimated to comprise 10-15% of effort)
1. Assist with logistics in planning and implementation of fundraising events.
2. Support advance and on-site operations and logistics for annual festival.
3. Participate in annual granting program as interest and availability allows.
4. Provide coordination and support for other projects and interdepartmental efforts as interest and availability allows.

Qualifications
- 2+ years of experience in non-profit operations, accounting, and/or gifts processing function.
- 2+ years of experience with database/CRM management. Salesforce experience and proficiency is strongly preferred.
- Proficiency with Microsoft Office applications required, particularly Excel.
- Highly detail-oriented with a critical degree of accuracy regarding gift and data entry while adhering to deadlines. Excellent organizational, prioritization, and time management skills.
- Ability to quickly grasp needs and implement relevant solutions in a timely manner with close attention to detail and accuracy.
- Successful track record in establishing productive work relationships, with the ability to prioritize, negotiate and effectively work with a wide variety of stakeholders/partners.
- Excellent written and verbal communications skills, and the ability to synthesize complex qualitative and quantitative information.
- Willingness to spend extended periods of time doing routine administrative tasks and computer work.
- Commitment to perform all functions with a high degree of confidentiality.
- Commitment to continued learning and development for job and organizational success, including participation in Diversity, Equity, and Inclusion efforts. Areas for ongoing, job-specific learning include data and systems management, development operations, nonprofit and business operations, nonprofit accounting procedures, and logistics.
Operations & Development Coordinator

Work Expectations
The Operations & Development Coordinator has an interest and desire to contribute to Farm Aid’s mission through providing attentive service to internal and external parties and ensuring consistent, effective support of ongoing activities and operations. The expectation is that the majority of work in this position is conducted from Farm Aid’s office in Cambridge, MA. The Coordinator serves as an important, helpful and friendly resource to internal and external Farm Aid constituents, including staff, donors, vendors, and festivalgoers. The Coordinator interacts regularly with the Operations team and cross-functional staff engaged in Farm Aid operations and revenue generation. While many responsibilities and tasks require consistent, ongoing implementation, other initiatives and projects will increase and decrease in required effort based on Farm Aid’s annual cycle of work and ad hoc needs. The role requires the ability to work well under pressure, handle multiple tasks and adapt to changing situations on an ongoing basis. While much of the work is conducted in an office and/or at a computer, work also requires the ability to lift up to 50lbs, and navigate a large venue for long hours during Farm Aid’s annual festival on-site period. Periodic extended hours are to be expected with opportunities to balance out workloads during less busy periods. Ability to travel for the festival is expected.

Pay & Benefits
Salary range for this position is $48,000 - $52,000.

Benefits include 100% health insurance premium coverage; four weeks of paid vacation; paid sick time; option to participate in company IRA, FSA and Employee Assistance plans; longevity bonus program rewarding each year of service; as well as an exciting work environment with smart, passionate people seeking to make change in our food and farm system.

How To Apply:
If you possess the qualifications we are looking for and are excited about this opportunity, we’d love to hear from you!

- Submit your complete application to hiring@farmaid.org with “Operations & Development Coordinator” in the subject line. In the email, please include your personal pronouns for how you like to be addressed and attach the enclosures listed below. Note that incomplete applications may not be reviewed. Enclosures include:
  - a cover letter indicating where you learned of this opportunity and highlighting your experience and skills relevant to the position and listed qualifications
  - a current resume, and
  - a writing sample or example of relevant work
- We will accept and consider applications on a rolling basis.
- Farm Aid will confirm receipt of your application and will reach out directly only if you are being considered as a candidate for the position.
- No calls please.

Farm Aid is an equal opportunity employer and as such, we do not discriminate against any team member or candidate because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy, or any other basis protected by law. We encourage all to apply because we believe a diversity of voices leads to better discussions, decisions, and outcomes for everyone.

For more information about Farm Aid, please visit www.farmaid.org