



DEVELOPMENT AND OPERATIONS MANAGER

ABOUT LABORATORY TO COMBAT HUMAN TRAFFICKING

The Laboratory to Combat Human Trafficking is a leader in Colorado's anti-trafficking movement. Since 2005, we have trained over 55,000 professionals and community members; conducted research to drive action and inform policy change; operated the statewide 24/7 human trafficking hotline; and developed over 200 future human rights leaders.

BASIC FUNCTION

The Development and Operations Manager is a full-time, exempt employee and reports to the Development and Communications Director. This is a new position, on a team of eight. The Development and Operations Manager is responsible for supporting and growing fundraising initiatives to sustain LCHT's programs, as well as helping to support financial and operational systems, processes, administration, and internal controls in support of the organization's mission.

KEY RESPONSIBILITIES

Fundraising and Development (Approximately 60%)

Strategy and Planning

- Work with the Development Director to develop and execute annual fundraising strategies, including donor cultivation, campaigns, and special events
- Work with the Development Director and communications team to develop compelling themes and stories for fundraising content
- Participate on LCHT's Board Fundraising Committee and contribute to connecting fundraising efforts with the Board of Directors

Donor Engagement and Communications

- Support the cultivation and engagement of donors, foundations, and partners
- Ensure the timely acknowledgment of gifts and maintain ongoing stewardship of donors through personalized communication (create and send tax-receipts, create and send thank you cards; monitor, assign, and support thank you calls)
- Take a lead role in communications with Lab Catalyst supporters and expand the monthly donor program

Events and Campaigns

- Assist in the development of the annual giving campaign, including the creation of themes, content, and appeals, both from LCHT and volunteer peer-to-peer fundraisers
- Co-produce annual Colorado Gives Day celebration and smaller engagement events for supporters throughout the year
- Promote business sponsorship opportunities and secure new partnerships to support fundraising efforts

Submit applications at combathumantrafficking.org/job

General Development Administration

- Maintain a strong donor database, track giving, and produce key reports through Salesforce CRM (i.e., updating gift records, creating reports, monitoring integrations)
- Maintain subscriber lists across communications channels to ensure supporters and partners receive timely communications from LCHT
- Provide support to LCHT's grant writer in preparation, review, and submission of applications and reports
- Oversee administration of third-party fundraising platforms and group requests

Operations Support (Approximately 40%)

Financial and Compliance Support

- Work with Executive Director to ensure timely submission of monthly financial documentation to accountant including account records, expense statements, and revenue documentation
- Track monthly supporting documentation for financials
- Provide accountant with documentation needed to produce monthly financial statements
- Keep LCHT's digital financial drive organized, up-to-date, and accessible for treasurer, auditor, and finance committee
- Maintain required nonprofit compliance records (i.e., annual registrations with Colorado Secretary of State)
- Collect tax forms and other required documentation from vendors

Operations and Planning

- Work with Executive Director to support, update and manage maintenance of employee benefits, including open enrollment processes (i.e., health benefits, SIMPLE IRA)
- Maintain current organizational policies and procedures versions and team access
- Support staff culture through team building events, self-care practices, and other professional development opportunities
- Manage relationships with vendors and evaluate vendor performance
- Identify opportunities for process improvement and operational efficiency during strategic planning and budgeting
- Order and maintain all general office supplies and office furniture

Organization Communications and Software Management

- Manage LCHT's Google for Nonprofits Workspace (license assignments and onboarding/offboarding for team members)
- Manage LCHT's Zoom integrated communications system (license assignments and onboarding/offboarding for team members)
- Monitor and redirect inbound communications to LCHT from info@ email, main office phone, social media, and web forms



BACKGROUND

- Bachelor's Degree in nonprofit studies, public administration, marketing/communications, business administration, political science, journalism, or relevant professional experience in a related field will be considered in lieu of a formal degree
- 3-5 years of experience in roles related to fundraising, communications, organizational administration or a related field showcasing your ability to excel in this role

QUALIFICATIONS

- Direct fundraising experience including donor cultivation and/or campaign management
- Excellent verbal and written communication skills, with the ability to effectively convey the mission and impact of an organization
- Experience in event planning and execution, whether through professional roles or volunteer activities
- Experience cultivating relationships and connecting people to causes
- Experience in basic financial management or accounting within a business or organization
- Willingness to follow organizational policies and team norms for remote communication platforms (e.g., Zoom) and comfort working on a mostly remote team

PREFERRED SKILLS

- Basic accounting (Quickbooks or similar)
- Experience in some or all of the following: Google Workspace administration, Microsoft Office Suite, Zoom administration, CRM administration (Salesforce or similar), email marketing software (Mailchimp or similar), basic website content management (Wordpress or similar), basic design software (Canva or similar), online giving software (FundraiseUp or similar).

LOCATION/HOURS

Full time, exempt position. Denver preferred, Colorado-based is required. Hybrid work environment.

SALARY AND BENEFITS

\$60,000-65,000 / year + a generous benefits package

LCHT offers a competitive benefits package including 100% employer paid health, dental, and vision insurance; paid parental leave; SIMPLE IRA tax-deferred individual retirement account; professional development; remote work flexibility; and annual paid vacation, wellness hours, and holidays.

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HOW TO APPLY

To apply for this position, please submit the official application form with required attachments at combathumantrafficking.org/job.

Applications will be accepted on an ongoing basis until the position is filled. If you have any questions about the application process, please contact us at accounts@combathumantrafficking.org.

Required attachments:

- Cover letter
- Resume / Curriculum Vitae
- List of three professional references

Applicants who reach a final interview may be asked to submit a writing sample. This is not required in the initial application.

EQUAL OPPORTUNITY EMPLOYER

The Laboratory to Combat Human Trafficking is an Equal Opportunity Employer and strives to represent all of our community members in building a diverse, inclusive, and equitable workplace. We strongly encourage applications from individuals with lived experiences or from marginalized communities, as well as candidates with nontraditional professional or educational backgrounds. Even if your experience doesn't perfectly align with every qualification listed in the job posting, your unique skills and perspectives may be precisely what we need. If you're passionate about our mission and excited about this opportunity, we encourage you to apply.