JOB POSTING: DEVELOPMENT OPERATIONS ASSOCIATE
March 2018

Founded initially after September 11th, 2001, the Restaurant Opportunities Center (ROC) has grown into a national organization with more than 25,000 low-wage restaurant worker members in New York, the San Francisco Bay Area, Los Angeles, Massachusetts, Chicago, Michigan, New Orleans, Pennsylvania, Seattle, and Washington, DC. In target regions, we are organizing restaurant workers, employers, and consumers to win ‘One Fair Wage’ legislation and ballot measures that will raise wages for restaurant workers and eliminate the lower wage for tipped workers, who are largely women.

Over the last 16 years, we have organized thousands of workers to win $10 million in misappropriated tips and wages and discrimination payments for low-wage workers, as well as significant policy changes in high-profile fine dining restaurant companies covering thousands of workers. We have partnered with more than 300 responsible restaurant owners to promote the 'high road' to profitability, and trained more than 5,000 restaurant workers to advance to livable wage jobs within the industry. We have also published forty ground-breaking reports on the restaurant industry that have obtained significant media coverage, played an instrumental role in winning a statewide minimum wage increase and paid sick days for tipped workers, and initiated other policy campaigns at the local, state, and federal level. We own and operate restaurants called COLORS that serve as the home base for our workforce-development training and membership programs in New York and Detroit, and will be expanding COLORS to Washington DC, and Oakland.

ROC is hiring a Development Operations Associate to join the Development team to support the team, with a focus on refining the systems and administrative function for the growth of ROC’s individual donor program and overall operations. The Development Operations Associate will report to the Donor Relations Officer and also support the Development Director and Senior Grants Officer.
RESPONSIBILITIES:
The Development Operations Associate provides critical coordination and support for the Development team’s projects and overall operations, including the growth of our individual donor program and related supporter- and stakeholder-engagement initiatives through a robust 2018 calendar of high-profile special events. This role collaborates closely with the Donor Relations Officer and other members of the Development team, in particular assisting with the ongoing maintenance of the Development database, leading the coordination of donor acknowledgment and compliance processes, and providing overall support to bolster ROC’s robust donor engagement and stewardship strategy. They also will contribute to the strategic planning and overall fundraising function of the Development team, and provide additional overall assistance as assigned.

Events:

- Collaborate with Donor Relations Officer to support donor engagement strategy and establish metrics for fundraising events, as well as post-event stewardship strategy in conjunction with the Individual Donor Program.
- In collaboration with Donor Relations Officer, develop, produce, and coordinate multiple fundraising events and initiatives throughout the calendar year.
- Set, communicate, and maintain timelines and priorities on event projects.
- Track event budgets.
- Help research vendor options.
- Run EveryAction database searches to support invite list creation.
- Produce and coordinate event collateral (designing and printing programs, printing handouts, stuffing folders, creating name tags, etc).
- Generate interest for fundraising events through marketing, outreach, and social media.
- Assist with on-site production of events.
- Track event performance areas and identify strengths and challenges.
- Assist with post-event donor engagement and follow-up as assigned, i.e. organizing and sending photos, donor acknowledgment, processing of gifts, etc.

General Operations Support:

- Research donor prospects and produce donor/funder reports as assigned by senior staff.
• Assist with launch, maintenance, and production of reports related to crowdfunding campaign.
• Support compliance (grant reporting, donation tax letters).
• Assist with Development team scheduling.
• Coordinate/support donor acknowledgment for grassroots, mid-level, and major donors.
• Assist with communications and materials related to individual and institutional donor stewardship.
• Assist with EveryAction data management as assigned by senior staff i.e. assignment/re-assignment of activist codes, addition of notes, updating of financial information.
• Help maintain and update spreadsheets.

QUALIFICATIONS:

• **Mission Orientation:** Personal and professional alignment with ROC United’s mission and vision, with a strong analysis of and commitment to racial, economic, and gender justice and familiarity with the progressive field. Knowledge of low-wage worker organizing preferred.
• Requires leadership ability in events coordination and intra- and inter-departmental administration, outstanding interpersonal and persuasive communications skills (oral and written), exceptional attention to detail, including donor database management skills, and demonstrated success in supporting a team’s overall function and special projects. Ideally brings experience and/or interest in understanding donor engagement pathways and and stewardship strategies.
• Ability to work as part of a collaborative Development team in a dynamic, fast-paced environment. Ideally brings integrated development, organizing, campaign, and policy experience in the field as well as experience in national alliance and/or coalition building or working as part of a distributed workforce.
• Willingness and openness to learn and grow.
• Familiarity with EveryAction a plus.
• Restaurant work experience a plus.
• Women, people of color, and LGBT people are encouraged to apply.

**Salary and Benefits**
Salary is competitive based on experience. ROC United’s package includes medical and dental insurance, flexible spending account, and above-market paid-time-off package.