



JOB DESCRIPTION

JOB TITLE: Development Operations Coordinator	LOCATION: Atlanta
REPORTS TO: Chief Development Officer	DEPARTMENT: Research Development
STATUS: Full-Time/Exempt	REVISED: 03/2026

About the Latin American Association

The mission of the Latin American Association (LAA) is to empower our community to adapt, integrate, and thrive. Our vision is Opportunity for All.

The Latin American Association works to reduce the barriers to economic mobility and prosperity that Latino immigrants face as they adapt to life in the United States. No other organization in Georgia serving Latinos matches LAA's geographic reach, breadth of services, depth of expertise, and longevity.

Founded in 1972 to serve Atlanta's emerging Latino population, LAA has grown into the region's leading agency representing Latino issues. The organization invests in individuals' and families' ability to pursue education, employment, and other opportunities that promote long-term economic stability and improved quality of life. With over 53 years of service and a deeply rooted community-based mission, LAA is uniquely positioned to meet the evolving needs of the Latino community. Today, LAA stands as the oldest, most trusted, and only fully bilingual organization in the region focused exclusively on Latino needs and concerns.

Serving nearly 44,000 individuals annually, LAA provides a comprehensive range of evidence-based programs and services to support full community integration. Core program areas include Family Well-Being, Economic Empowerment, Immigration Legal Services, Youth Education, and Adult Language Services.

POSITION SUMMARY: The Development Operations Coordinator plays a critical role in supporting the organization's fundraising success through strong data management, operational efficiency, and donor stewardship. Reporting to the Chief Development Officer, this position is responsible for maintaining the integrity of the donor database, overseeing gift processing and reporting, supporting development operations, and ensuring accurate financial reconciliation.

This role requires exceptional attention to detail, strong analytical skills, discretion in handling confidential donor information, and the ability to collaborate across departments.



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Core Responsibilities

Database Management (CRM)

- Oversee daily operations of the organization's CRM system (e.g., Salesforce, Raiser's Edge, or similar platform).
- Maintain high standards of data integrity through accurate data entry, de-duplication, record audits, and ongoing data hygiene practices.
- Establish and enforce database policies and procedures to ensure consistency and accuracy across the development team.
- Create and maintain dashboards, queries, and data pulls to support fundraising strategy and decisionmaking.
- Train staff on CRM best practices and serve as the primary internal resource for database-related questions.
- Regularly evaluate system functionality and recommend improvements to increase efficiency and reporting capabilities.

Gift Processing & Reporting

- Accurately process all donations, including online gifts, checks, pledges, recurring gifts, corporate contributions, grants, and in-kind donations.
- Record and track pledge payments, matching gifts, and multi-year commitments.
- Generate weekly, monthly, and quarterly fundraising performance reports for development staff, senior leadership, and board meetings.
- Support revenue forecasting by tracking pipeline activity and campaign progress.
- Maintain organized digital and physical gift documentation in compliance with audit and reporting standards.
- Conduct data analysis and research to identify new donor prospects and funding opportunities.
- Ensure development officer portfolios are consistently updated with new prospects.

Development Operations & Strategy

- Support execution of fundraising campaigns, including direct mail, email marketing, and digital fundraising initiatives.
- Manage mailing lists and segmentation strategies to ensure targeted donor outreach and engagement.
- Assist in campaign tracking, donor analytics, and performance evaluation.
- Provide administrative and logistical support for donor meetings, fundraising events and initiatives.
- Collaborate with communications and marketing teams to ensure alignment of donor messaging and appeals.
- Identify operational efficiencies to improve development processes and workflow systems.
- Offer administrative assistance to the Chief Development Officer.

Donor Stewardship & Correspondence

- Prepare and distribute timely and accurate acknowledgment letters, tax receipts, pledge reminders, and other donor communications.
- Ensure donor recognition is properly recorded and fulfilled according to giving levels and sponsorship agreements.



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- Track stewardship touchpoints to support moves management and long-term donor engagement.
- Maintain strict confidentiality and professionalism in handling donor information.

Financial Reconciliation & Compliance

- Reconcile development revenue with the finance department on a monthly basis to ensure accuracy between CRM and accounting systems.
- Track fundraising expenses and campaign budgets in coordination with finance and development leadership.
- Support preparation of documentation for audits and grant reporting.
- Assist in ensuring compliance with nonprofit accounting standards and charitable contribution regulations.

Qualifications

Education & Experience

- Bachelor's degree or equivalent professional experience required.
- 2–4 years of experience in nonprofit development operations, database management, or related field preferred.
- Experience with CRM systems such as Salesforce, Raiser's Edge, or similar required.

Skills & Competencies

- Strong data analysis and reporting skills (Excel proficiency required).
- Exceptional attention to detail and organizational skills.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.
- Strong written communication skills for donor correspondence.
- Ability to handle sensitive information with discretion and integrity.
- Collaborative team player with a proactive, solutions-oriented mindset.

Preferred Qualifications

- Experience working in a nonprofit or mission-driven organization.
- Familiarity with fundraising best practices and donor lifecycle management.
- Bilingual (English/Spanish) a plus.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform other related duties as may be required by their supervisor. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. If interested in applying please email your resume and cover letter to Jessica Fernandez, LAA HR Generalist, at jfernandez@thelaa.org.

To learn more about the LAA visit us at: www.thelaa.org

Nothing in this document should be interpreted as limiting or restricting the company from making such changes in job assignments or job responsibilities, as it may deem necessary. The company reserves the right to amend or modify the contents of this document at any time. Nothing in this document shall be construed as an offer, contract, or guarantee of employment or work assignment.