
MILWAUKEE PUBLIC LIBRARY
FOUNDATION

Job Description: Director of Operations

The Milwaukee Public Library Foundation (MPLF) seeks a seasoned donor database and nonprofit operations professional with at least five years of experience to join us as our Director of Operations. This role involves managing the internal operations of the small and busy Milwaukee Public Library Foundation, a private 501c3 non-profit located within the historic and majestic Central Library building.

The mission of the Milwaukee Public Library Foundation is to provide essential support through private contributions for books, materials, technology, programs, and facilities to ensure the Milwaukee Public Library's continued standing as a great library responsive to our local community's needs.

The Director of Operations, pivotal in the MPLF's mission, manages critical database and information management functions. This includes maintaining and managing our Raiser's Edge NXT donor database, assisting in prospect research, managing invoices and acknowledgment letters for donations, and maintaining organizational records and policies. They also work closely with our external accounting firm and play a key role in ensuring a seamless guest experience for annual fundraising events.

The Director of Operations is an executive-level position within the MPL Foundation. It is a multifaceted role that is integral to the foundation's functioning and plays a strategic part in advancing our mission and operations. This position offers a unique opportunity for professional growth and impact.

Duties include:

Donor Database Management

- As the Director of Operations, you will be responsible for Maintaining and managing the Foundation's donor database in Raiser's Edge NXT. This includes managing 10,000 constituent, gift, and event records; entering gifts, new constituents, and event attendees; generating acknowledgment letters; entering constituent notes and attributes; and running reports on constituents and giving data. Your role will be instrumental in ensuring the smooth operation of our donor management system.
- Provides the MPLF team with data analysis to include research on corporate, individual, and foundation prospects and business trends by helping compile data and research findings for entry into the database
- Responsible for sending and maintaining invoices for donor gift pledges
- Generates and sends acknowledgment letters for all donations
- Creates custom reports to be used by the MPLF team and volunteers
- Helps set annual fundraising goals through database metrics

Records, Internal Operations, and Accounting Support

- Maintains all vital organizational records and information, including documentation of all incoming donations, invoices, and annual corporate filings
- Maintains MPLF's policies and procedures manual, updating as necessary
- Financial manager of the MPL LibraryCorps (Americorps) Program, including making program purchases, tracking expenses, and working with MPL program managers on grant reporting
- Works closely with MPLF's outside accounting firm on monthly reconciliation of financials with entries in the donor database
- Manages account payables and receivables
- Assists accounting firm and Executive Director with annual organizational audit
- Manages digital payments
- Supports all direct mail and marketing efforts

Special Event Assistance

- Maintains guest lists of major annual fundraising events and manages the event check-in, collection of attendee data and payments, and post-event invoicing and payment collection
- Assists the MPLF Team with other event planning duties as necessary

Salary and Benefits

- \$60,000-\$70,000 salary range (with bonus opportunity)
- Flexible work environment
- Off-street, downtown parking
- 401k plan with >5% of base salary employer contribution
- Pre-tax HSA options
- Employer-sponsored health insurance with employer premium contribution
- Group dental, life, Long and Short-term disability coverage available
- Generous Paid Time off and City holiday calendar

Preferred Skills and Experience

- College degree
- 5 years of experience using the non-profit industry donor database Raiser's Edge NXT
- Familiarity with basic business accounting
- Attention to detail

HOURS: Fulltime, in-office (8 AM to 5 PM) with occasional evenings for Community event attendance, MPL Events, and Foundation Events

REPORTS TO: Executive Director, Milwaukee Public Library Foundation

To apply for this position, please submit a resume, cover letter, and salary requirements to MPLF Deputy Director Sam McGovern-Rowen at samcgov@mpl.org

Milwaukee Public Library Foundation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran per applicable federal, state and local laws.

Milwaukee Public Library Foundation prohibits unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Milwaukee Public Library employees to perform their expected job duties is not tolerated.