

## **Administrative & Development Operations Coordinator/Manager**

Oakland, CA – January 2025

### The Opportunity

The team at the Myotonic Dystrophy Foundation invites you to help change the future of a rare disease: myotonic dystrophy (DM). We are looking for a dynamic and experienced development professional who can oversee all aspects of daily administration and development operations at a mission-driven, nimble, entrepreneurial non-profit, currently located in Preservation Park in Oakland, CA. Key responsibilities of the Administrative & Development Operations Coordinator/Manager include front-line phone interface and office operations, basic accounting and administrative support related to finance, donation processing and acknowledgement, CRM database management, fundraising administrative support, as well as other basic staff, event, and program support on an as-needed basis.

Candidates must have: 1) at least 3 years relevant experience in the nonprofit sector; 2) experience and competence working with MS Office, mail merge, and CRM/accounting tools (Salesforce and Bill.com preferred); and 3) be a positive, problem-solving self-starter with excellent judgment, and comfortable with multi-tasking and a diverse portfolio of responsibilities. The position is a fulltime in-person role in Oakland, CA, with the option of moving to a hybrid schedule, and reports to the CEO and Director of Development.

### Organization Background

Myotonic dystrophy (DM) is the most common form of the adult muscular dystrophies. According to leading researchers' estimates, as many as 1 in every 2,100 people in the United States are living with DM or at risk of passing on the disease to future generations; most are undiagnosed. Myotonic dystrophy is a highly variable, multi-systemic genetic disorder for which no therapy or cure currently exists. However, it is a hopeful time as drug development is advancing!

Launched in 2007 by a deeply committed Board of Directors, the Myotonic Dystrophy Foundation (MDF; [www.myotonic.org](http://www.myotonic.org)) is devoted to accelerating research efforts focused on the search for treatments and a cure for DM and enhancing the quality of life of people living with the disease. The organization has a track record of incredible success in growing the drug development pipeline, research, advocacy, patient care and fundraising.

In the last decade, dramatic and exciting changes have occurred in the research, treatment, and drug approval pipeline for rare diseases, including DM. The field of DM is now at “tipping point” with respect to therapy development, visibility, and global reach. The MDF Board and leadership believe the organization and movement as a whole are poised to benefit tremendously from growing industry interest, additional federal and private research funding, medical advances, and an enormous dedicated international community of patients, families and friends, donors, researchers and advocates.

MDF has undergone remarkable organizational growth in the past four years— since 2021, we have more than doubled our team size, significantly increased our annual revenue, and recently completed a three-year strategic plan designed to focus and accelerate our growth. Our work environment at MDF is characterized by its fast-paced, entrepreneurial spirit, all while prioritizing our mission, values, and community. As a new team member, you will have the exciting opportunity to work closely with other team members to contribute to the ongoing development of a dynamic and impactful organization. We are committed to staying at the forefront of advancements in the DM research and drug development field, all while continuing to meet the evolving needs of our community.

## Key Responsibilities

The position will be responsible for:

### ADMINISTRATIVE OPERATIONS

- Office Operations. Oversee office operations and handle office and facilities needs including: filing documents; processing incoming and outgoing mail; maintaining or restocking office supplies, equipment, and marketing or educational materials; organizing shared spaces and storage; interfacing with in-office support such as IT, landlords, or repairs; receiving in-person guests; taking the lead on various other operational issues and needs as they arise.
- Frontline Interface. Respond to general inquiries to the Foundation by phone, mail, email and in-person, including referring constituents and community members who call with questions, issues, etc., to appropriate resources (Program Director, website, Development Director, etc.) and listening with empathy and attention.
- Finance. Assist in processing full-cycle A/R and A/P using Salesforce and QuickBooks. Work with external accounting team, Development Director, and CEO

to assist accountants in reconciling QuickBooks, Salesforce, and bank accounts at the end of every month. Assist CEO with various finance-related work: audit/tax processes, 401k, prep for Form 990, etc.

- Internal Processes Documentation. Manage and update internal documents such as the electronic MDF employee and Board handbooks. Create or maintain process documents for staff onboarding, maintaining the CRM, gift processing, and other office-wide processes.
- CEO/Staff Support as needed. Provide executive administrative support to staff and CEO, including scheduling, travel coordination, document preparation, communication and interaction with board members and external stakeholders on an as-needed basis. Draft business letters and other correspondence as needed. Create and maintain related records.
- Human Resources. May help recruit, assess and process job applications. Handle employee benefit and tax records and other legal requirements, working with benefits brokers and consultants.
- MDF Conference Support. All team members provide support to MDF's conferences, which require multi-day travel and in-person onsite support (e.g. registration) that varies according to needs. Advance administrative support may also be needed (e.g. printing and shipping materials to the event site).

## DEVELOPMENT OPERATIONS

- Gift Processing and Acknowledgement. Process and record donations from checks and digital platforms, ensuring timely and accurate data import and/or manual data entry into our Salesforce CRM. Generate acknowledgement letters and emails to donors, ensuring print letters are signed by the CEO and sent in the mail within one week of receiving the donation.
- CRM Database Management & Reporting. Perform routine data entry and clean-up activities, ensuring quality and integrity of all data. Regularly build and run a range of reports, including weekly and monthly donation reports, campaign performance, donor giving history, and more.
- Development & Administrative Volunteer Supervision. Provide supervision and coordination of our volunteer, who is in the office 2-3 days a week and provides gift processing, acknowledgement, and clerical assistance.

- Event Support. Assist with operations related to fundraising events, including the annual Gala. Help manage and track event RSVPs and event-related donations; facilitate the identification and purchase of event collateral; help manage signage and shipping; assist with specific special events; staff MDF organization table during event.
- Fundraising Administrative Support. Provide support for various aspects of fundraising, including but not limited to assisting with communications and outreach for direct mail and digital fundraising campaigns, DIY fundraisers, and sponsorships.
- Other tasks may be assigned occasionally, as needed.

### Other Requirements

- Staff Meetings and Reporting. All team members attend weekly zoom meetings with the entire team to report on activities and request support or feedback on their projects. Team members also meet with their departments and on project-based teams weekly or as needed. The Administrative & Development Operations Coordinator/Manager will meet with the CEO and the Director of Development.
- In-Person Staff Retreats and Special Event Attendance. All staff must attend 2-3 day in-person staff retreats quarterly/half-yearly, and in-person attendance and support for special MDF events, including the annual fundraising Gala and our MDF conferences.
- In-Person vs. Hybrid Work. The Administrative & Development Operations Coordinator/Manager is primarily an in-person position. A hybrid schedule of 1-2 days of remote work per week may be considered after a 90-day introductory/training period. The hybrid schedule will require coordination with the schedules of other in-office employees and special events.
- Hours of Operation. MDF's regular hours of operation are M-F 9am-5:30pm Pacific. Some special events require work outside of those hours or days and may include the need to travel, which will be discussed with supervisor on an as-needed basis.
- Other physical requirements. While performing the duties of this job, the employee is frequently required to perform moderate manipulative tasks such as typing, writing, opening and sealing envelopes, and using a phone and a copier. Employee must have the ability to work on the computer for extended periods, attend meetings of variable lengths, as well as able to walk, stand, and sit for extended periods. The employee must occasionally lift and/or move up to 25 pounds.

## Qualifications

- A minimum 3 years of experience and proven success in similar positions with similar responsibilities, preferably in the nonprofit sector.
- Experience and competence working with: MS Office with intermediate to advanced-level Microsoft Excel experience preferred; Salesforce or similar CRM tools; and QuickBooks or comparable software.
- Prior experience supporting fundraising efforts including donation processing, year-end mailings, and outreach.
- Detail oriented with strong organizational skills.
- Proven success multi-tasking and managing a diverse portfolio of responsibilities.
- Be a positive, problem-solving self-starter with a strong sense of initiative, excellent judgement, and ability to work well independently.
- Excellent written and verbal communication skills; able to be professional, helpful and empathic when constituents contact the organization.
- Ability to thrive in dynamic entrepreneurial environment undergoing accelerated growth.
- Enthusiasm for working as a team member; willing to be flexible and creative and able to communicate clearly and thoroughly with teammates.
- Demonstrated successful experience in partnering and working closely with senior leadership, influential volunteers, a board of directors, as well as interacting effectively and professionally with external stakeholders such as researchers, industry partners, and others.
- Ability to handle confidential and sensitive materials professionally and according to agency policy.
- Commitment to the mission and values of MDF. Enthusiasm and competency for building relationships with the MDF community (patients, their families, donors, and the professional community of researchers and industry members).
- Awareness of rare diseases and experience working with individuals and families living with disease preferred. Prior knowledge of myotonic dystrophy not required.
- Prior event support experience a plus.
- Ability to travel as needed, with advance notice.



- Ability to lift 25 pounds, climb stairs.
- COVID-19 vaccination required. All MDF staff are vaccinated.

### Compensation and Benefits

The Foundation offers a salary of between \$65,000 - \$80,000 annually and an excellent benefits package that includes vacation, medical, dental, vision, and a 401(k) partial matching program.

### Application Process

Interested and qualified candidates are encouraged to apply by sending a resume and cover letter to [scarlett.chidgey@myotonic.org](mailto:scarlett.chidgey@myotonic.org). Please be sure to include why you are interested in this position at this organization. Applications without a cover letter will not be considered. All correspondence will remain confidential.