



Advancement Systems & Operations Manager

JOB SUMMARY

Axis is searching for a motivated full-time Advancement Systems & Operations Manager who is passionate about Axis' mission to equip parents to disciple millions of teenagers. Axis equips parents and teens to follow Jesus in a world made confusing by Social Media, Cultural Trends, Mental Health, Technology, and Gender. We want Jesus to be at the center of a family's axis, and we know this mission begins by strengthening the internal operations that allow our team to thrive.

The Advancement Systems & Operations Manager is responsible for the systems, data, and reporting infrastructure that support the donor relationships and fundraising operations of Axis. This role evaluates and maintains the donor management systems and database integrations of Axis, develops and maintains Standard Operating Procedures for key data processes, produces recurring donor revenue reporting, and provides operational support for list generation, segmentation, and campaign tracking.

In addition to advancement operations duties, this role provides general IT support to staff (approximately five hours per week) and is responsible for maintaining cyber and data security practices across Axis's donor systems, including compliance with PCI DSS (Payment Card Industry Data Security Standard) requirements for donation and payment processing.

JOB DETAILS

Job Title: Advancement Systems & Operations Manager

Status: Full-Time, Exempt

Department: Advancement

Reports To: Director of Advancement

Schedule: 2 required in-office days per week at our Colorado Springs office with the flexibility to work remotely the remaining days

Summary of Benefits: Health insurance, dental/optical insurance, 403(b) match up to 3%, therapy benefit and monthly professional development opportunities

Salary Range: \$63,000 to \$79,000 depending on skills and experience

KEY RESPONSIBILITIES

Systems and Database Integration

- Evaluate and maintain donor management systems and database integrations, including establishing and maintaining data parity between HubSpot and Virtuous
- Serve as the primary in-house resource for CRM users, answering questions, troubleshooting issues, and identifying opportunities to improve efficiency without disrupting existing workflows
- Develop and maintain Standard Operating Procedures (SOPs) for key operational processes, including manual data integration tasks, data audits, gift receipting, and donor portfolio management (including major donor portfolios in HubSpot)
- Identify and document existing CRM policies, procedures, and key users, and evaluate current processes against best practices



Reporting and Data Analysis

- Evaluate and maintain the donor reporting systems and processes of Axis
- Produce recurring reports, including a weekly revenue reports and monthly donor retention reports
- Recommend and implement improvements to reporting structure, cadence, and accuracy

Operational Advancement Support

- Pull and prepare donor and constituent lists, segment data for outreach and campaigns, and support campaign tracking
- Provide strategic recommendations on donor movement, acquisition, and retention
- Establish and maintain a healthy, accurate donor data file, including identifying and resolving duplicate or inaccurate records
- Support the planning and execution of year-end statements and other donor communications that depend on accurate data
- Complete other operational advancement tasks as assigned

IT Support

- Provide IT support to staff, including troubleshooting hardware, software, and account access issues
- Maintain a working inventory of organizational technology systems and accounts related to donor and advancement operations
- Coordinate with external IT vendors or managed service providers on issues beyond the scope of in-house support

Cyber and Data Security / Compliance

- Maintain and monitor data security practices across donor management systems, ensuring compliance with PCI DSS requirements for any credit card or online donation processing
- Develop, document, and enforce data privacy and security protocols for donor data, including access controls, data retention practices, and incident response procedures
- Monitor relevant data security regulations and industry best practices, updating internal policies and SOPs as needed
- Coordinate with payment processors and other vendors to confirm and document ongoing compliance

SKILLS & QUALIFICATIONS

- 5–10 years of experience in fundraising operations, donor CRM management, and campaign management
- Demonstrated experience administering CRM or donor database systems (e.g. HubSpot, Virtuous, Salesforce, or similar) including system integrations and data governance
- Experience with data integration, data audits, and SOP development
- Experience in IT management or systems administration including troubleshooting, account administration, and coordination with outside IT vendors
- Working knowledge of data security best practices and compliance frameworks, particularly PCI DSS
- Bachelor's degree in a related field, or equivalent combination of education and experience
- Strong analytical, organizational, and written communication skills
- Ability to work independently, manage multiple priorities, and communicate technical concepts to non-technical colleagues
- **Active, personal faith in Jesus Christ is required for this role. Axis is a Christian ministry, and all team members are expected to align with and affirm Axis' Statement of Faith**



PHYSICAL REQUIREMENTS

This position is primarily sedentary and performed in a standard office or home office environment. Essential physical requirements include:

- Prolonged periods of sitting at a desk and working on a computer
- Frequent use of hands and fingers for typing and operating standard office equipment
- Ability to communicate clearly via phone, video, and in-person
- Occasionally required to stand, walk, reach, or bend
- Occasionally required to lift or carry items up to 25 lbs

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this role.

This job description is a general outline of the key responsibilities & qualifications of the role at Axis. It may be modified or expanded to meet the evolving needs of the organization.

AXIS STATEMENT OF FAITH

I believe in God, the Father Almighty, creator of Heaven & Earth. I believe in Jesus Christ, God's only Son, our Lord, who was conceived by the Holy Spirit, born of the Virgin Mary, suffered under Pontius Pilate, was crucified, died, & was buried; He descended to the dead. On the third day He rose again; He ascended into heaven, He is seated at the right hand of the Father, & He will come again to judge the living & the dead. I believe in the Holy Spirit, the holy universal church, the communion of saints, the forgiveness of sins, the resurrection of the body, & the life everlasting.

I fully accept the teachings of the traditional Biblical view with regard to the goodness of our sexuality, the importance of chastity, & the place of heterosexual marriage as God's intended context for complete sexual expression to occur (Gen. 2:21-24). I will keep myself from sexual misconduct including disorderly conduct or lewd, indecent, or obscene conduct or expression, involvement with pornography, premarital sex, adultery, homosexual conduct or any other conduct that violates Biblical standards.

HOW TO APPLY

To apply, please email your resume to Rachel@axis.org

Candidates must be authorized to work in the United States.

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BASED ON KEY RESEARCH: PARENTS ARE UNSTOPPABLE (& AXIS REALLY HELPS)

Parents are the Solution • Dr. Christian Smith of Notre Dame: After spending two decades studying the religious & spiritual lives of American adolescents, the empirical evidence is clear. No other institution or program comes close to shaping youth religiously as their parents do.

Axis Clearly Helps Parents & 91% of the Total Time Parents Spend with Their Children Happens Before Age 18 • 3rd Party Research Firm Excellence in Giving: 50% of adults who use Axis have conversations with their youth & 60% see positive behavioral change. **CDC, World Bank, & Axis Research:** Calculating waking hours, time in school, and time away from home along with the average life span ... 91%+ of the total time parents will spend with their children happens before the age 18.

