



<https://jobs.eagmark.net/job/business-development-operations-associate/>

Description

Founded in 2006, One Acre Fund supplies 1 million smallholder farmers with the agricultural services they need to make their farms vastly more productive. Our 8,000+ team is drawn from diverse backgrounds and professions. With operations across six core countries in Africa, we make farmers more prosperous by providing quality farm supplies on credit, delivered within walking distance of farmers' homes, and agricultural training to improve harvests. On average, the farmers we serve harvest 50 percent more food after working with One Acre Fund.

To learn more about our work, take a look at our [Why Work Here](#) blog for more information.

About the Role

The Business Development Team is constantly growing in scale and sustainability; our ability to do so depends on raising external funding. The Business Development team uses Salesforce as the central data hub for storing and analyzing information related to all of our fundraising opportunities. We are therefore seeking an business operations associate to with accuracy and details to manage our CRM, donor database and improve our core team systems, lead systems administration projects, and provide team-wide support. You should have passion for getting every number right, derive excitement from delivering error-free work, and improving systems. You will report to the deputy Team Leader in a cross-team role.

Responsibilities

Donor database management (50%)

- Donation processing: entering incoming donations into One Acre Fund's customized Salesforce CRM system, issuing acknowledgement letters, reconciliation of donations with Finance systems.
- Systems administration: Building reports from Salesforce, auditing newly-awarded grants, ensuring team compliance with processes, training new staff on Salesforce.
- Manage and write regular communications for donors including credit card donors

Team support

- Support the Executive Director and other senior leaders to manage top donor relationships and secure renewed gifts
- Spearhead the CRM analytics projects

Salesforce system and process improvements (25%)

- Map out the Systems processes and implement continuous improvements
- Manage the back end of Salesforce to ensure that the system is effective for the team
- Design and implement projects to strengthen Salesforce for fundraising
- Strengthen team fluency and compliance of Salesforce
- Support of the Salesforce integration with other systems such as SAP.

Business Development Operations Associate

Hiring organization

One Acre Fund

Employment Type

Full-time

Industry

Agriculture

Job Location

Nairobi or Kigali, Kenya or Rwanda

Valid through

06.03.2023

Grant Compliance Support (10%)

- Grant compliance support by making sure all grant conditions, clauses, restrictions and milestones are tracked
- Review any grant support gaps and create efficient solutions for the team

Digital Fundraising Support (15%)

- Liaise with vendors and service providers who support digital fundraising.

Manage our Give page (on the website) and ensure that:

- Give Page errors are quickly fixed
- Retail donors receive timely communications

Qualifications

Across all roles, these are the [general qualifications we look for](#). For this role specifically, you will have:

- A passion for numbers and data accuracy.
- Excellent command of Excel (can maintain complex spreadsheets) and Google Sheets.
- Knowledge of Salesforce or other CRM/donor database required.
- A demonstrated interest in or understanding of fundraising is required.
- Customer service-oriented personality.
- Project management skills.
- Humility. We are looking for passionate professionals who combine good humor, patience, and learning.
- A willingness to commit to this position for the long term (minimum 2 years).
- Language: English required.

Job Benefits

We have a strong culture of constant learning and we invest in developing our people. You'll have weekly check-ins with your manager, access to mentorship and training programs, and regular feedback on your performance. We hold career reviews every six months, and set aside time to discuss your aspirations and career goals. You'll have the opportunity to shape a growing organization and build a rewarding long-term career.

APPLY NOW