

▶ OPERATIONS ONLINE SERVICES MANAGER

 Jeffersonville, IN

POSITION OVERVIEW

The Operations Online Services Manager is responsible for managing the day-to-day operations of the Online Services Unit, which oversees the Foundation's online fundraising platforms and client portals. Reporting to the Senior Operations Manager, this role provides leadership, guidance, and support to Online Services staff, ensuring timely and accurate service delivery. The Manager maintains up-to-date policies and controls, oversees online giving programs, and collaborates effectively with internal teams and external partners. Strong communication and team leadership skills are essential to succeed in this role.

MORE INFORMATION

POSTING DATE

6/27/2025

SALARY

\$64,000 - \$69,000

DEPARTMENT

Operations

POSTING NUMBER

HR 25-06-05

Forward resume to Yveshia Klingman at
Yveshia.Klingman@presbyterianfoundation.org

ABOUT US

Since 1799, The Presbyterian Foundation has been dedicated to gathering, stewarding, and distributing funds for mission, deeply rooted in the Reformed values that have guided us for over two centuries. We are committed to strengthening congregations and their related ministries by developing and managing funds on their behalf, fostering communities of generosity among members and constituents. Our services extend to all Presbyterians, offering a variety of giving and investment options to realize philanthropic goals, all while staying true to our faith-driven principles.

Our mission is carried forward by our Senior Staff and Trustees, whose leadership, experience, and faith values embody the dedication to our cause. They are not just stewards of resources but also of the legacy and integrity of The Presbyterian Foundation. As we navigate the future, we remain focused on impacting the world through faith, hope, and generosity, inviting you to join us in this enduring journey of mission and ministry support.

WHY US?

Legacy & Continuity: Since 1799, the Presbyterian Church has upheld a vision of financial stewardship, exemplified by the creation of its oldest endowment in 1821, which continues to support our mission today.

Exceptional Benefits: Enjoy access to a highly affordable health insurance plan, generous vacation time, and a comprehensive benefits package that includes a pension plan.

Positive Work Culture: Experience a workplace that values meaningful work, fosters respect, and maintains a pleasant and supportive environment.

Personal & Professional Growth: Embark on a unique career path within the organization, benefiting from opportunities to broaden your expertise and personal development.

OPERATIONS ONLINE SERVICES MANAGER

JOB DESCRIPTION

Position Summary

This position is primarily responsible for the day-to-day coordination of the Online Services Unit. This unit is responsible for the ongoing administration and support for the Foundation's online fundraising solutions and client portals.

Scope & Breadth of Position

This position reports to the Senior Operations Manager.

Major Duties and Responsibilities

- Provide oversight and direction to Online Services staff.
- Coach, mentor, and develop Online Services staff.
- Consistently provide accurate and timely results to internal and external clients.
- Ensure policies and procedures are current and proper controls are in place for all tasks.
- Oversee all online giving programs.

Relationships

Strong communication skills are essential. Professional written and verbal communication is required in order to effectively communicate with internal and external clients. Must be a team player and possess the ability to work closely with the other members of the Operations Management team, staff members from other departments within the organization, and various vendor contacts.

Experience and Job-Related Requirements

- Bachelor's Degree in Business, Finance, or Computer Science or experience equivalent required.
- Strong technical aptitude, including proficiency in Microsoft Office products, especially Excel, and knowledge and conceptual understanding of CRM Systems and online giving systems.
- Demonstrated experience learning and implementing new technologies to their maximum potential, including independent troubleshooting as well as identifying and pursuing resources for training, extended learning, and problem-solving.
- Experience supervising, managing, and evaluating the performance of others required. Ability to coordinate workflow, assign duties, give written and oral instructions, motivate, maintain productive environment, and examine work for quality.
- Good reasoning ability is required to solve a wide range of business problems. Excellent research and problem-solving abilities required. Able to apply statistical and mathematical calculations required. Able to understand and utilize financial reports and legal documents to conduct business.
- Quick and competent learner with strong work ethic. Ability to multi-task and meet established deadlines.

Physical Requirements

- Ability to communicate orally with management and co-workers, both individually and in a group/team. Regular use of the telephone and e-mail for communication is essential.
- Sitting for extended periods is common. Hearing and vision within normal ranges is essential for normal conversations, to receive ordinary information and to prepare or inspect documents.
- No heavy lifting is expected. Exertion of up to 10 lbs. of force occasionally may be required. Good manual dexterity for the use of common office equipment such as computer terminals, calculator, telephone, copiers, and FAX machines.

Work Environment

- The job is performed indoors in a traditional office setting. Activities include extended periods of sitting and extensive work at a computer monitor and/or calculator.

The Presbyterian Church (U.S.A.) Foundation, along with its subsidiary New Covenant Trust Company (NCTC), are Equal Opportunity Employers. We provide equal opportunities in all employment positions, regardless of age (as defined in the Age Discrimination in Employment Act), disability, sex, national origin, race, color, creed, religion, sexual orientation, gender identity, gender expression, or veteran status.

