



Development Operations Manager

Reports to: Chief Development Officer

The Development Operations Manager plays a key role in advancing the organization's fundraising goals through donor relationship building, data-driven development operations, and execution of fundraising events and campaigns. This position blends frontline fundraising support with strong donor database management, reporting, and systems coordination, ensuring accuracy, consistency, and meaningful donor engagement across all fundraising activities.

The ideal candidate is both relationship-oriented and highly organized, with a strong comfort level working in donor management systems and collaborating across teams to support fundraising success.

Key Responsibilities

Donor Relations & Fundraising Support

- Support cultivation, stewardship, and renewal of individual, corporate, and foundation donors
- Serve as a point of contact for donor inquiries, acknowledgments, and engagement follow-up
- Assist with donor strategies, moves management, and relationship tracking
- Coordinate donor recognition, acknowledgments, and stewardship communications
- Partner with the CDO and leadership team to support fundraising initiatives and donor outreach

Data Management & Systems Administration

- Manage and maintain accurate donor records, gifts, pledges, and engagement data across fundraising systems
- Serve as a primary user and administrator for DonorPerfect, ensuring data integrity and best practices
- Support and manage fundraising event platforms such as OneCause, including registrations, ticketing, sponsorships, mobile bidding, and reporting
- Work with Salesforce or other CRM systems as applicable to support donor management, reporting, and integrations
- Generate regular and ad-hoc fundraising reports for leadership, finance, and board use
- Ensure proper documentation and tracking of gifts, sponsorships, and restricted funds
- Collaborate with finance to support reconciliation, reporting, and audit needs

Events & Campaign Management

- Support the planning, execution, and follow-up of fundraising events (galas, campaigns, donor events, community fundraisers, etc.)
- Manage event registration, sponsorship fulfillment, guest lists, seating, and post-event reporting
- Coordinate donor data flow before, during, and after events to ensure timely acknowledgments and stewardship
- Assist with event timelines, logistics, and vendor coordination as needed

Collaboration & Continuous Improvement

- Work closely with marketing, programs, finance, and leadership to ensure alignment across fundraising efforts
- Help document and improve development processes, systems workflows, and data practices
- Stay current on fundraising technology, donor stewardship trends, and best practices
- Support special projects and initiatives as assigned

Qualifications & Skills

- Bachelor's degree or equivalent experience in nonprofit development, fundraising, or related field
- 3–5 years of experience in fundraising, development operations, or donor relations preferred
- Demonstrated experience using donor management and fundraising platforms, including:
 - DonorPerfect (required or strongly preferred)
 - OneCause or similar event fundraising platforms
 - Salesforce or other CRM systems
- Strong data management, reporting, and organizational skills
- Excellent written and verbal communication skills
- High attention to detail with the ability to manage multiple priorities
- Professional, relationship-centered approach when working with donors, volunteers, and partners

Benefits

- 403(b)
- 403(b) matching
- Dental insurance
- Health insurance

- Life insurance
- Paid time off
- Vision insurance

Work Location: In person