



Job Description

Job Title	Development Operations Manager
Reports To	Director of Development
Supervises	N/A
Department	Development
Requirements	Part Time (20 hours per week), Some Weekends and Evenings

Job Purpose

Proactively partner with frontline fundraisers to leverage their ability to raise revenue from mission-aligned donors who are transformed through the biblical joy of giving. Candidate must be grounded in an intuitive understanding of the donor experience.

Primary Objectives

- Development Operations
- Donor and Prospect Data Management
- Reporting and Analytics
- Prospect Research and Pipeline Support

Major Areas of Responsibility

1. Development Operations
 - a. Partner with the Director of Development to manage development timelines in support of efficient, timely execution of fundraising initiatives
 - b. Coordinate with Finance team to implement gift processing systems and monthly reconciliation
 - c. Process, acknowledge and report all gifts and pledges in a timely manner
 - d. Coordinate with Marketing team in qGiv online donation system
 - e. Ensure all legal guidelines are followed in regard to gift acceptance policies
 - f. Maintain systems to support donor cultivation and management processes
 - g. Regularly assess existing processes and implement new ones as needed to support ongoing growth

2. Donor and Prospect Data Management
 - a. Optimize CRM potential to support fundraising strategy and donor engagement; oversee daily CRM operations to track donor financial and biographical information
 - b. Responsible for ensuring the accuracy and integrity of data, and training and supporting the frontline fundraisers
 - c. Develop and maintain efficient systems for data cleansing, data entry, gift processing, prospect research and relationship management
 - d. Manage, track and report on monthly giving program; partner with Marketing for communications strategy
3. Reporting and Analytics
 - a. Analyze need and create segments for appeals, mailing lists, events and stewardship
 - b. Prepare fundraising and comparative reports to measure success and growth
 - c. Support Director of Development with annual revenue forecasting
4. Prospect Research and Pipeline Support
 - a. Develop a comprehensive, regular wealth screening and qualification of donors and prospects
 - b. Maintain prospect lists for the development team and help with prospect research

Knowledge, Skills and Qualifications

- Minimum of 5 years of development operations experience, including CRM administration, data analysis, reporting, and prospect research
- Detail-oriented, with strong organizational, analytical and planning skills
- Proficiency in Microsoft Excel, Word and Google Workspaces
- Demonstrated understanding of all aspects of the cultivation and solicitation process
- Must have a proactive, independent work ethic with the ability to prioritize, multi-task and problem-solve

Demonstrated ability to:

- Work collaboratively and effectively on a small team with high accountability
- Participate proactively in meeting organizational goals
- Project and uphold the highest standards of ethical conduct

Education and Experience

Bachelor's Degree in a relevant field

Minimum 5 years experience development operations and CRM management