



Job Description

Position Title: Director of Development Operations

Effective: 9/9/2026

Reports to: Vice President for Development

Status: Full-time; Year-round; Exempt

Essential Functions

The Director of Development Operations provides the operational backbone that enables the fundraising team and other staff to work efficiently and strategically. This role oversees weekly development operations, volunteer board support, the Memorial Garden, compliance, and the systems supporting major gifts, grants, and events.

This position also ensures that development operations align with fundraising goals, donor cultivation and stewardship events, facility use, and cross-departmental initiatives. This is a highly organized, detail-oriented leadership role suited to someone who enjoys building systems, solving process problems, and enabling frontline fundraisers to focus on relationships rather than administration. The position will be supervised by the Vice President of Development and will perform duties that support the Development department in achieving organizational goals.

Essential Duties

Development Operations & Systems

- Oversee and optimize the donor database (Raiser's Edge NXT, ensuring data integrity, gift entry accuracy, and consistent coding standards).
- Work with the Donor Records Coordinator to maintain workflows for gift processing, acknowledgment letters, pledge reminders, endowment reports, and tax receipting in compliance with IRS regulations.
- Manage MRA Board and Development Foundation meetings, cultivation events and event registrations, and internal facility bookings.
- Manage the Development Office's administrative tasks, including Microsoft Teams files, meeting calendar, staff attendance, function sheets, scheduling, office supply stock, and general mailings.
- Assist VP of Development with weekly staff meetings and retreats.
- Proof weekly Community Announcements

Financial & Reporting Oversight

- Oversight of reporting to the Finance department of reconciled gift income monthly and to ensure clarity between Development and Finance
- Prepare regular fundraising reports and dashboards as requested

Team & Process Leadership

- Maintain standard operating procedures (SOPs) for the development office.
- Serve as the internal project manager for cross-department initiatives (campaigns, events)

Events & Donor Stewardship Coordination

- Coordinate logistics for Patron Dinner, Gateway, and Firefly events in close collaboration with Development staff, program, and arrangements teams (scheduling, name tags, food, etc.)
- Support Vice President of Development and other staff with briefing materials, guest lists, and follow-up tracking for donor events
- Manage the Memorial Garden (requests, paperwork, volunteers, service)

Compliance & Risk Management

- Ensure compliance with charitable gift acceptance policies and audit requirements
- Work with the Vice President of Development during annual audits, on DFB Form 990, and annual reporting

Required Qualifications

- *Education:* Bachelor's degree or equivalent professional experience
- 5+ years of experience in nonprofit operations
- Experience in nonprofit development
- Demonstrated expertise with Blackbaud/Raiser's Edge NXT
- Strong analytical skills with experience building reports and dashboards
- Excellent project management and organizational skills; ability to manage multiple priorities and deadlines
- Discretion with confidential donor information
- Data integrity and attention to detail
- Familiarity with fundraising compliance requirements (gift acceptance policies).
- *Physical Requirements:* This position requires the ability to sit, stand, and walk for periods of time; occasionally lift and move items weighing up to 20 lb.; use a desktop computer, including typing and viewing fine print on a computer monitor; use a desk phone to place and answer calls