



Job Description

Job Title: Development Operations Manager

Department: Administration/AAPE/Operations

Reports to: Stephanie Anderson

Hours per week: 40

Exempt/Non Exempt: Exempt

Work location: In-office required approximately 80% of scheduled work time, with flexibility to work from home up to 20%.

Purpose/Scope

The Development Operations Manager serves as a cross-functional, gap-filling role within the Operations Team, supporting the organization and all programs by helping ensure day-to-day operational continuity, responsiveness, and high-quality internal service. This position acts as a bridge across key operations functions—providing primary support to development operations while also assisting with administrative and coordination needs in IT, purchasing, fiscal/finance processes, marketing support, clerical operations, and executive/administrative support to the Chief Operating Officer.

Job Summary

The Development Operations Manager provides operational and administrative leadership and hands-on support to keep core internal functions running smoothly across the organization. Working closely with the Operations Team and program staff, the role strengthens development operations through coordinated support of complex organizational systems, calendars, documentation, data and reporting support, and process follow-through. As organizational needs shift, the position flexes to cover priorities across IT coordination, purchasing and vendor support, finance-related administrative tasks, marketing and communications support, clerical coverage, and executive assistant functions for the Chief Operating Officer—ensuring timely execution, consistent customer service, and well-documented, efficient workflows.

Qualifications:

- Highly organized, detail-oriented, and able to manage multiple concurrent priorities with minimal supervision.
- Strong customer service mindset with the ability to communicate professionally with sponsors, exhibitors, vendors, and internal stakeholders.
- Demonstrated ability to maintain accurate records, handle confidential information, and exercise sound judgment.



- Comfortable learning and supporting technology systems (e.g., CRM, e-commerce platforms, Microsoft 365, shared drives) and troubleshooting basic user issues.
- Process-minded with the ability to document workflows, track tasks to completion, and identify improvements.
- Systems-focused mindset with the ability to understand complex organizational systems, see interdependencies across teams, and support integration of work through clear processes, documentation, and coordinated handoffs.
- Collaborative team player who can flex between administrative, development, marketing, IT coordination, and finance-related support tasks.
- Experience with fundraising/development work—or a strong desire to learn fundraising best practices and support donor stewardship and campaign activities.

Requirements:

- Bachelor's degree in business, nonprofit management, communications, or related field, or equivalent combination of education and experience.
- 3+ years of experience in operations, administrative support, development operations, or a related coordination role is preferred.
- Proficiency with Microsoft 365 (Outlook, Excel, Word, Teams) and comfort using shared files, calendars, and task tracking tools.
- Experience working in a CRM (Virtuous preferred) including data entry/quality, basic reporting, and receipting processes.
- Prior exposure to fundraising, donor relations, or development operations is preferred (or demonstrated interest in learning and supporting fundraising activities).
- Ability to work on-site approximately 80% of scheduled work time; remote work up to 20% with manager approval and operational need.
- Ability to occasionally lift/carry and move materials (e.g., event or exhibitor supplies) up to 25 pounds.
- Valid driver's license and reliable transportation (if required for local pickups/deliveries).

Responsibilities:

- Serve as a cross-functional operations resource, providing coverage and continuity across development, finance-related administration, IT coordination, marketing support, purchasing, and executive assistance.
- Own and maintain key operational systems and workflows that support development and organization-wide efficiency (e.g., CRM, online store, sponsor/exhibitor coordination).



- Facilitate integration across departments by aligning workflows, improving handoffs, maintaining shared documentation, and supporting continuous improvement of operational systems.
- Ensure accurate tracking, documentation, and follow-through of operational tasks, requests, inventory/materials, and approvals.
- Support strong internal and external communication by coordinating with sponsors, exhibitors, vendors, and staff, and ensuring timely responses.
- Handle sensitive information with discretion and support leadership through high-quality administrative and executive assistant services.

Specific Duties

Development:

- **Exhibitors and materials management:** Manage exhibitor processes and requests; coordinate logistics; maintain inventory; purchase and track materials utilized by departments; document procedures and timelines.
- **CRM (Virtuous) administration, fundraising support, and receipting:** Perform daily system management tasks (data entry, imports/exports as appropriate, user support); monitor data quality and usage; support donor communications and stewardship workflows; process gifts and support timely acknowledgement/receipting; assist with basic reports and dashboards as assigned.
- **Sponsor communications and benefits fulfillment:** Lead communications with organizational sponsors regarding benefit usage; coordinate delivery/activation of benefits; track status and deadlines; ensure sponsor questions are answered promptly and professionally.
- **Online store management:** Manage the MHAIA online store including product listings, inventory/fulfillment coordination, customer service, and order issue resolution in collaboration with relevant staff.

Operations:

- **IT asset tracking support:** Assist the Digital Presence Manager with tracking IT assets; act as an equipment liaison for check-in/check-out, basic inventory records, and coordination with vendors/IT support as needed.
- **Purchasing support and approvals tracking:** Participate in the purchasing approval flow; gather needed documentation and quotes; track approvals and purchase status; maintain organized purchasing records and vendor files.



- **Deposits and financial operations support:** Facilitate the deposit of checks received using remote deposit procedures; ensure documentation is complete and routed appropriately; support clerical needs of the Director of Financial Operations and Director of Contracts and Projects Management.
- **Marketing and social media support:** Assist the Director of Marketing with social media management and execution of the social media strategy, including scheduling/coordination, basic content support, and performance tracking as assigned; coordinate with the Digital Presence Manager as needed.
- **Executive assistant support:** Provide executive assistant services for the Chief Operating Officer, including scheduling, meeting preparation, correspondence drafting, document preparation, and follow-up tracking.
- **General operations coverage:** Provide clerical and administrative coverage for the Operations Team as needed; support special projects; perform other duties as assigned.

I have reviewed this job description with my supervisor and understand the scope of this position, as well as the duties and responsibilities that are assigned to me. By signing below, I further acknowledge receipt of a copy of this job description.

Employee: _____ Date: _____

Supervisor: _____ Date: _____