



Position: Manager, Development Operations  
Reports to: Senior Director, Development Operations  
FLSA: Exempt

### **POSITION PURPOSE**

The Development Operations Manager focuses on nonprofit partnership account management and compliance as well as public sector campaign management. The successful candidate will be highly attentive to details, organized and eager to accomplish tasks in strict accordance with company policies.

### **ESSENTIAL FUNCTIONS**

- This team player will maintain nonprofit partner and public sector campaign relationships, growth, and retention of assigned accounts by establishing customer satisfaction metrics, determining customer needs, account planning, proactive client communications, and providing appropriate solutions when concerns arise.
- A critical thinker who will help plan and manage local public campaign application process, including application request, review, submission, and appeals.
- Build and execute an account specific relationship framework inclusive of regularly scheduled status calls and email updates, accounts reviews and documentation, and reference management.
- Responsible for accurate data input and maintenance of CRM software used to manage assigned accounts.
- Perform other duties as directed by supervisor.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO PERFORM WORK**

- Project management experience with excellent organizational skills and high attention to detail.
- Strong collaborative style and ability to work with others throughout the organization to deliver exceptional customer service outcomes, retention of clients, and organic growth.
- Ability to lead motivate and develop clear and creative solutions to complex problems. Must be able to manage multiple initiatives simultaneously.
- Comfortable dealing with complex, multifaceted customer relationships.
- Computer literacy, with strong hands-on capability in Microsoft Office, Outlook, PowerPoint, and customer relationship management tools.
- Ability to be self-starting, self-sufficient and independently focused, under deadline pressures.
- Demonstrated understanding of public and private sector workplace giving campaigns and the associated application processes.

### **QUALIFICATIONS**

Minimum 2 years of experience with workplace giving campaign management or 2 years of experience in customer relationship management, fundraising and/or nonprofit operations. Bachelor's degree in Business, Marketing, Communications, or related field is desired; or the equivalent in previous work experience.

### **PHYSICAL REQUIREMENTS**

Position requires the individual to sit or stand as needed and may include lifting boxes up to 20 lbs. Some travel is expected within the market area and to the Corporate Office, with overnight travel required at times.