



Development Operations Manager JOB Description

Development Operations Manager

Full-time position

Location: Hybrid; located at 3458 Reading Road, Cincinnati, Ohio 45229

Reports to: This role reports to Director of Development

Manages: None

Department: Development

Position Overview:

The Development Operations Manager leads development operations and partners with both the Director and Senior Vice President of Development to build and implement efficient and effective fundraising strategies that broaden and increase the Urban League's community of supporters. With primary oversight and management of the organizational database, the Development Operations Manager is charged with maintaining records with the highest degree of accuracy, ensuring donor records are well-stewarded and kept up to date. They lead gift processing and acknowledgment and serve as the primary liaison with the Finance Team for ongoing reporting and reconciliation. The Development Operations Manager collaborates with various Urban League staff to design and plan development events, help coordinate activities and manage projects across all areas of the development department. This position conducts research on donors and prospects; organizes annual campaign activities; assists in the production of donor communications; and supports the Development team in drafting, editing, and finalizing various documents; as well as scheduling meetings.

What you'll do:

Development Operations (40%)

- Process gifts received by the Urban League and provide timely acknowledgement to donors.
- Serve as lead manager of Raiser's Edge database; enter donor/prospect contacts, gift records, and other information; engage in regular data cleanup.
- Maintain donor records within the organizational database as well as the department's digital files.
- Provide development-related information to Finance Team as requested (for annual Form 990, audit, etc.).
- Partner with the Director of Development to identify regular reporting cadence and content.
- Produce monthly and yearly data dashboards.
- Coordinate month-end and annual year-end reconciliation activities with Finance Team.
- Capture updates and key deadlines for grants in database and provide support in meeting deadlines.

Prospect Development (30%)

- Provide research and solicitation strategy support, including tracking research priorities and generating individual donor/prospect profiles for Director of Development.
- Prepare briefings as requested for meetings with donors and prospects.
- Develop communications that highlight the impact of donor giving, encourage engagement, and increase support.
- In coordination with the Communications and Marketing Team, update and maintain our organizational profile on external fundraising sites and platforms.
- In collaboration with the Director of Development and others, identify donors and prospects with additional interest and capacity.
- Coordinate cultivation and stewardship activities for donors and prospects.

Administration and Support (30%)

- Steward ULGSO's recurring donor program and Leadership Giving Society.
- Assist with the development of all appeal campaigns including online giving initiatives.
- Manage monthly mass email and mailing appeal campaigns process; ensure gifts resulting from the campaign are processed and tracked.
- Assist with producing a schedule of activities and contacts for donors and prospects that may include impact reports/updates, cultivation and stewardship activities, and coordination with appropriate staff.
- Track and support the Urban League's outreach as appropriate.
- Draft and produce gift acknowledgements and letters; coordinate email/mail communications; and create and maintain department files, calendars, and ongoing reports.
- Actively research and monitor potential new donors and inform the Director of Development of donor updates.
- Schedule and coordinate meetings, produce meeting materials, and take minutes as requested.
- Ensure good "customer service" to internal and external constituents.
- Other duties and special projects as identified.

What you'll need:

- Bachelor's degree in data analysis, prospect research, business administration, Nonprofit Management, or a related field.
- At least 3-5 years of experience in development operations or a related field, preferably in a nonprofit setting.
- Proficiency in fundraising software and databases, preferably Raiser's Edge.
- Intermediate – advanced experience with Microsoft Excel.
- Strong analytical and research skills, with experience using various research tools and databases, such as Donor Search, Wealth-X, iWave, Wealth Engine, RelSci.
- Excellent organizational and project management skills, with the ability to manage multiple priorities and meet deadlines.
- Curious, self-motivated, and eager to be challenged with complex research projects.
- Strong attention to detail and accuracy, with the ability to synthesize large amounts of data into concise, actionable reports.
- Ability to work effectively in a team environment and collaborate with diverse groups.
- Excellent written and verbal communication skills.
- Commitment to the mission and values of the Urban League.

Working environment:

This is a full-time, in-person position located at 3458 Reading Road, Cincinnati, Ohio 45229. This position requires regular sitting or standing for long periods at a computer; frequent bending, twisting, stooping, and crouching while working at a desk; filing and record handling; regular use of both hands/arms in reaching, handling, grasping, and keyboarding while using a variety of office equipment; frequent use of a telephone and computer to communicate with coworkers and the public; regular standing to use a variety of office equipment; occasionally will lift and carry items up to 30 pounds; regularly communicate in oral and written form with coworkers and with the general public, constant reading, and interpretation of documents.

Salary information:

The estimated salary range for this position is \$60,000 – \$70,000. Actual compensation is based on factors such as the candidate's skills, qualifications, and experience.