Development Operations Manager

Full-time, exempt position

Reports to: Director of Fund Development

Organization

The National Conflict Resolution Center (NCRC) empowers individuals, organizations, and communities with the skills and resources needed to address conflict, intolerance, and incivility in our society.

Headquartered in San Diego, NCRC's work has reached across nine countries on four continents and into six Cabinet-level departments, touching thousands of people each year. We address some of society's most intractable challenges by equipping individuals with strategic communication tools, so they can engage in constructive dialogue, even when the topics and situations are difficult. We know that by empowering people, we can transform cultures. Amidst deep polarization, our mission has never been more urgent.

Position Summary

The Development Operations Manager is the administrative backbone of the Fund Development Department, supporting the organization's efforts to raise more than $3 million annually. This role manages donor systems, gift processing, reporting, administration, and event operations to ensure that frontline fundraisers have the information and support they need to build strong donor relationships and exceed fundraising goals.

Ideal Candidate:

You are energized by creating order, managing details, and ensuring everything runs smoothly behind the scenes. You thrive on follow-through, both in your own work and by helping keep projects, timelines, and stakeholders on track. A naturally curious problem-solver, you enjoy identifying opportunities to improve processes and support organizational effectiveness.

You enjoy building and maintaining systems that support fundraising success and take pride in providing accurate, timely information to frontline fundraisers. Equally comfortable coordinating donor meetings, preparing reports, managing administrative details, and serving as a professional ambassador to donors and stakeholders, you combine exceptional organizational skills with a customer-focused approach. You are collaborative, mission-driven, highly detail-oriented, and committed to delivering excellent service. Most importantly, you bring a positive attitude, adaptability, and a healthy sense of humor to your work.

Key Responsibilities

- Serve as primary administrator of the donor CRM/database (Raiser's Edge), ensuring accuracy and integrity of donor and gift records.
- Process donations, pledges, sponsorships, and acknowledgments in a timely and accurate manner.
- Generate reports, prospect lists, mailing lists, and fundraising analytics for the Director of Fund Development.
- Manage donor data segmentation for campaigns, stewardship, events, and direct mail.
- Coordinate calendars, set donor meetings, prepare fundraising materials, and provide administrative support for frontline fundraising activities.
- Play a lead operational role in the organization's annual gala, including registration, attendee management, sponsor fulfillment, and event logistics.
- Coordinate mass mailings and work with vendors such as printers and mail houses.
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- Reconcile gift records and support financial reporting; bookkeeping or accounting experience is a plus.
- Provide excellent customer service to donors, board members, sponsors, volunteers, and community stakeholders.

Preferred Qualifications

- **Minimum 5–7 years of experience** in nonprofit development operations, fundraising administration, CRM management, or a related field.
- Significant experience with donor databases and fundraising reporting.
- Strong organizational, administrative, and project management skills.
- Exceptional attention to detail, including data accuracy, financial records, and proofreading.
- Excellent written, verbal, and interpersonal communication skills.
- Proficiency in Microsoft Office; Raiser's Edge/NXT experience strongly preferred.
- Fundraising event experience preferred.

Education

- Four-year degree from an accredited college or university required.

Work Environment

- Professional office environment
- Fast-paced office with multi-level distractions
- Joyful, mission-driven staff fostering a culture of belonging

Compensation

- Salary will be commensurate with one's experience (range $65,000 to $80,000)
- Health insurance, 401(k) with employer match, paid vacation, and holidays
- Downtown office with parking structure, partially paid parking

Special Conditions

- Ability to work extended hours as needed.
- Position eligible for hybrid schedule (3 days in office weekly).

How to Apply

- Submit your resume and one-page cover letter to Kathryn Shade (kshade@ncrconline.com) addressing at least two of these questions:
  - Describe a process or system you improved. What was the result?
  - Tell us about a time when your attention to detail made a difference. How do you ensure accuracy and follow-through in your work?
  - What do you find most rewarding about being the person who keeps projects, systems, and people on track?