

## Development Operations Manager - Job Description

**Location:** Grass Valley, CA

**Schedule:** Hourly administrative 38-40 hours/week (final schedule determined during hiring process), includes occasional evenings/weekends to support events and campaigns

**Compensation:** \$27-\$32/hour, plus benefits including employer-subsidized health insurance

**Classification:** Hourly, non-exempt

**Reports to:** Executive Director

### Organizational Overview

Since 2000, The Center for the Arts, a 501(c)(3) nonprofit arts organization, has been a cultural cornerstone of Nevada County. Presenting more than 100 events each year—including music, theater, dance, comedy, literary, and visual arts—The Center operates from a newly renovated, state-of-the-art venue in downtown Grass Valley. The facility includes the Main Stage, which accommodates up to 507 seated or 750 standing guests.

### Position Summary

The Development Operations Manager is the operational backbone of The Center for the Arts' fundraising and development program. Reporting directly to the Executive Director, this role is responsible for the systems, documentation, and administrative execution that make the Executive Director's fundraising work effective and sustainable.

The Executive Director serves as the organization's chief fundraiser, owning major gift relationships, sponsorship and membership strategy, and overall development direction. The Development Operations Manager ensures that the infrastructure supporting those efforts is accurate, timely, and well-maintained, from gift processing and donor acknowledgments to CRM data integrity, campaign coordination, and sponsor benefit fulfillment.

This role serves as the primary development contact for donors, members, and sponsors at all giving levels, handling gift acknowledgments, stewardship communications, and benefit fulfillment, and providing professional and attentive stewardship that reflects well on the organization and supports long-term retention.

This position is best suited to a detail-oriented, organized professional who takes pride in follow-through, accuracy, and relationship stewardship, and who is comfortable representing the organization professionally in donor- and sponsor-facing interactions.

## Essential Duties and Responsibilities

### Gift Processing & Donor Acknowledgment

- Process and track all donations, pledges, and matching gifts in the CRM (currently PatronManager within Salesforce) with accuracy and consistency.
- Generate acknowledgment letters, receipts, and donor communications in a timely and professional manner.
- Maintain accurate donor records and ensure the integrity of development-related data in the CRM.
- Prepare routine internal reports on gifts, campaigns, and development activity; coordinate with the Finance team on contributed-income documentation and reconciliation.

### Membership Administration

- Administer the development side of the membership program, including renewal tracking and gift acknowledgment.
- Coordinate with the patron services staff to ensure accurate handoff of membership information and consistent fulfillment of member benefits.
- Support membership-related campaigns and communications in coordination with the Marketing team and as directed by the Executive Director.
- Note: Patron-facing membership fulfillment, event-day member workflows, and box office-based member services are managed by patron services staff.

### Donor & Sponsor Stewardship

- Serve as the primary development contact for donors, members, and sponsors across all giving levels, providing responsive, professional, and mission-aligned stewardship and gift-related support.
- Ensure donors and sponsors feel acknowledged, informed, and well-served through consistent and timely communication.
- Coordinate fulfillment of sponsorship benefits across departments, including recognition, ticketing, signage, and advertising deliverables.
- Track sponsorship agreements, payments, and benefit deliverables using the CRM and shared documentation; follow up on outstanding commitments as needed.
- Support sponsor and donor renewal processes in alignment with plans established by the Executive Director.

### Campaign Coordination

- Coordinate the logistics and execution of scheduled fundraising campaigns and appeals (e.g., spring membership drive, year-end appeal) in alignment with plans developed by the Executive Director.
- Track deadlines, deliverables, and follow-ups across campaigns to ensure timely execution and cross-departmental coordination.
- Coordinate with the Marketing team to ensure campaign materials, timelines, and communications are executed as planned.
- Serve as the staff liaison for development-related board coordination, supporting board-led stewardship and fundraising activities through scheduling, preparation, communication, and follow-up.

**CRM & Data Management**

- Maintain accurate, up-to-date records in the CRM, with primary responsibility for development-related data including giving history, gift acknowledgments, pledge tracking, and stewardship activity.
- Apply consistent data-entry standards and documentation practices across all development activity.
- Document workflows, processes, and development calendars to support continuity and cross-training.
- Maintain confidentiality of donor and organizational data at all times.

**Development Event Support**

- Support development-related events, including donor gatherings and the annual gala, by managing the development-specific elements: guest lists, RSVPs, donor communications, and recognition materials.
- Coordinate with Production staff, who provide operational and logistical support for events, and with Marketing on event-related communications and collateral.
- Prepare event-related correspondence and post-event follow-up documentation as directed.

**Qualifications**

- 3+ years of experience in development operations, donor services, database administration, nonprofit administration, or a closely related field.
- Strong proficiency with CRM or database systems (Salesforce, PatronManager, or similar); demonstrated ability to maintain data accuracy and produce routine reports.
- Exceptional organizational skills, attention to detail, and follow-through.
- Ability to work independently from an established plan and timeline, managing multiple concurrent responsibilities without close supervision.
- Professional, polished, and comfortable representing the organization in donor-, sponsor-, and board-facing interactions.
- Strong written and verbal communication skills; ability to produce professional correspondence and acknowledgment materials.
- High level of discretion when handling sensitive donor and organizational information.
- Passion for arts, culture, and/or mission-driven work.

**Benefits**

- Medical insurance (employer covers 80% of employee-only premiums)
- Basic life insurance (employer-paid)
- Four weeks of paid Flexible Time Off (FTO) accrued per year (used for vacation, holidays, and personal time)
- Flexible scheduling potential after onboarding
- Complimentary tickets to non-sold-out shows
- Discounts on workshops, merchandise, and concessions

**Inclusion Statement**

Don't meet every single qualification? Studies show that candidates from underrepresented backgrounds often hesitate to apply unless they meet 100% of the requirements. At The Center for the Arts, we value diverse experiences and perspectives. If you're excited about this role but your background doesn't align perfectly, we encourage you to apply.

**To Apply**

Please submit your application using [this link](#).