



## Development Operations Manager Position Description

**The Center for Civic Education** (Center) is a national nonprofit and the nation's leading provider of civic and constitutional education. For over 60 years, the Center has advanced the civic knowledge, skills, and dispositions students and educators need to participate thoughtfully in democratic life. Through renowned nationally recognized programs We the People: The Citizen and the Constitution and Project Citizen: Community Engagement in Public Policy, the Center supports educators and students nationwide through rigorous, research-backed instructional models that integrate constitutional inquiry, civil discourse, disciplinary literacy, and authentic democratic practice. At a pivotal moment for civic learning in the United States, the Center is expanding its national impact and seeking talented professionals who want to help shape the future of civic education.

**Job Summary** - Reporting to the Senior Director of Advancement, the Development & Operations Manager will play a critical role in strengthening the Center's fundraising infrastructure by overseeing the systems, data, and operational processes that support development strategy and execution. This position will serve as the primary fundraising owner of Salesforce and GoFundMe Pro, managing data integrity, reporting, workflows, system integrations, and platform optimization to support donor management, engagement tracking, and fundraising performance.

In addition to systems management, the Development & Operations Manager will provide project management and operational support for donor stewardship, fundraising appeals, alumni engagement efforts, flagship events, and advertising and sponsorship initiatives. Responsibilities include managing timelines, coordinating across departments, building email campaigns in Mailchimp as needed, supporting events and engagement activities, tracking sponsorship efforts, and assisting with prospecting and outreach. This position will also be responsible for developing standardized processes, templates, dashboards, and reporting tools that improve efficiency, strengthen data accuracy, and equip leadership and development staff with actionable insights to drive fundraising success.

### Key Responsibilities

#### CRM & Data Systems

- Serve as the primary administrator for Salesforce (Fundraising Cloud)
- Manage system configuration, fields, user permissions, and overall data structure.
- Maintain data integrity (e.g., gift entry standards, deduplication), manage basic integrations (e.g., donation platforms), and build essential reports (e.g., revenue, campaign performance)

#### Gift Processing & Reporting

- Process all gifts (online/offline)
- Manage reconciliation and accuracy.
- Run recurring reports and support list pulls and segmentation.

#### Campaigns & Communications

- Campaign execution (e.g., appeals, emails, segmentation)

- Coordination of timelines and assets
- Basic content development

#### Grant & Proposal Support

- Project manage grant submissions, and track deadlines and reporting.
- Foundation prospecting
- Support writing/editing.

#### Donor Stewardship

- Execute acknowledgements and support donor communications.
- Maintain donor records and track engagement in CRM.

#### Event Support

- Provide light coordination support (including sponsor prospecting and advertisement solicitation)
- On-site support, as needed.



## **Experience:**

We are looking for candidates who are:

*Strong in:*

- CRM management (Salesforce or similar)
- Project management
- Detail orientation
- Process discipline

*Comfortable with:*

- Campaign execution
- Reporting and data analysis
- Light writing/editing

## **Qualifications, Skills, and Dispositions:**

### Knowledge and Skills

- Ability to create reliable, centralized recording systems.
- Process improvement mindset.
- Strong communication and collaboration skills
- Ability to manage multiple priorities in a fast-paced environment.

### Professional Dispositions

- Commitment to the Center's mission of advancing high-quality civic and constitutional education.
- Collaborative mindset and ability to work effectively across teams and with external partners in a fast-paced environment.
- Ability to balance strategic thinking with hands-on execution in a fast-paced, mission-driven environment.
- Flexibility to shift work hours as needed to meet project deadlines.

### Required Qualifications

- Six years of progressive non-profit sector experience in similar functions is required.
- Passion for the Center's mission and a solutions-oriented attitude.
- Excellent written and verbal communication skills, including light editorial skills.
- Demonstrated ability to manage multiple projects and responsibilities while maintaining careful attention to detail and accuracy.
- Ability to handle sensitive information with strict discretion.
- Demonstrated ability to work independently and as a member of a team, take initiative, prioritize tasks, and meet deadlines.
- High level of organizational skill, initiative, and follow-through.
- Excellent interpersonal skills to effectively communicate with colleagues, committee members, current donors, prospective donors, alumni, and volunteers.
- Fluency with digital technologies, including but not limited to donor CRMs and marketing automation platforms/email marketing services, database management systems, Microsoft suite, Google suite, project management platforms, and other critical tools to support the mission of the organization.
- Ability to travel on an occasional basis (~10%), as needed.
- Proven project management experience, including managing timelines, deliverables, and cross-functional collaboration.



### **Terms of Employment:**

This is a full-time, salaried position. Occasional weekend and evening work and travel may be required. The Center operates under a hybrid/remote, flexible work status that is subject to change. The Center for Civic Education is an at-will employer. This means that either the Center or the employee may terminate employment at any time, with or without cause or prior notice. This status cannot be changed except in writing signed by the President.

The Center for Civic Education is proud to be an Equal Opportunity and Affirmative Action Employer. We do not discriminate based upon race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, sexual expression, age, status as a protected veteran, status as an individual with a disability, or any other legally protected characteristics.

### **Salary:**

The starting salary range for this position is \$70,000 and commensurate with education and experience. Pay periods are semi-monthly. The Center offers a very competitive benefits package, including a generous retirement plan, optional additional retirement plan, medical and dental insurance, vacation time, sick leave, sixteen holidays per year, and additional optional benefits.

**To Apply:** For consideration, send a cover letter and resume to [careers@civiced.org](mailto:careers@civiced.org) Please reference the job title in the subject line.