Development Services & Operations Manager

Hours: Full-time
FLSA Status: Salary/Exempt
Employment: At-Will/Regular
Location: Birmingham, AL

Children's Harbor is a nonprofit 501(c)(3) organization serving families of seriously ill children through refuge, respite, resources, with locations in Birmingham and Lake Martin, Alabama.

The Development Services & Operations Manager plays a central role in keeping the Children's Harbor Development Office organized, accurate, efficient, and donor-focused. This position combines development services and database support, project and workflow management, day-to-day office operations, and administrative support for fundraising and stewardship events.

Working as a member of the Development and Marketing team, this position supports donor acknowledgments and stewardship, maintains accurate constituent information, manages recurring projects and workflows in Asana, coordinates office operations, and helps ensure projects, deadlines, and administrative processes move forward efficiently.

This is a hands-on role for someone who enjoys both technology and people. The successful candidate will be comfortable working in donor databases, Microsoft Excel, Word and mail merges, project-management systems, and other digital platforms while also providing responsive support to donors, colleagues, vendors, and volunteers. Strong attention to detail, organization, problem-solving skills, and the ability to manage multiple priorities are essential.

Key Responsibilities

1. Development Services & Donor Support

- Create a positive and professional experience for donors interacting with Children's Harbor and the Development Office.
- Maintain accurate donor and constituent information in Blackbaud Raiser's Edge, including contact information, relationships, notes, and other record updates.
- Generate and execute donor acknowledgment and tribute letters accurately and in a timely manner.
- Use donor database exports, Microsoft Excel, and Microsoft Word mail merge functions to prepare personalized donor correspondence, mailing lists, labels, invitations, and other Development communications.
- Generate and execute Giving Society new-member and renewal and recognition correspondence.
- Coordinate ordering, inventory, preparation, and mailing of Anchor Society plaques and nameplates.
- Generate and track Gift-in-Kind acknowledgment letters and ensure appropriate documentation is maintained in donor records.
- Assist the Director of Database Operations with deposits, gift processing, and other database functions as needed.
- Serve as a trained backup for selected gift-entry and database processes.
- Make donor thank-you calls and respond professionally to donor questions by phone or email.
- Maintain a high level of accuracy, confidentiality, and quality control when handling donor information.
- Identify opportunities to improve donor acknowledgment and Development Services processes for greater efficiency and consistency.

2. Project & Workflow Management

- Serve as the Asana administrator for the Development and Marketing teams, ensuring projects, campaigns, deadlines, and recurring tasks are organized, assigned, tracked, and completed on schedule.
- Onboard and train new team members on Asana workflows, expectations, and best practices.
- Monitor project progress and provide appropriate reminders, follow-up, and support to maintain accountability.

- Build, maintain, and improve recurring Asana projects, templates, workflows, and task schedules.
- Coordinate Development calendars, deadlines, recurring activities, and major project schedules.
- Assist with team meeting preparation, agendas, notes, action items, and follow-up as assigned.
- Maintain current written procedures and operational guidelines to support consistency, cross-training, and continuity.
- Proactively identify workflow issues, anticipate upcoming needs, and recommend solutions.
- Support special Development projects and campaigns, including Charting the Future and the Children's Harbor Christmas Card appeal, as assigned.

3. Development Office Operations

- Serve as the primary coordinator for the day-to-day administrative operations of the Birmingham Development Office.
- Process and track Development invoices and coordinate appropriate approvals and coding for submission to Finance.
- Maintain appropriate records related to Development expenses, vendors, purchases, and recurring services.
- Order and maintain office supplies, postage, printed materials, donor recognition items, and other Development inventory.
- Serve as the Development Office point person for routine technology, equipment, printer, copier, telephone, and related operational needs.
- Coordinate with appropriate vendors or technicians when equipment maintenance or repair is required.
- Maintain current vendor and service-provider contact information.
- Coordinate outgoing mail, packages, donor mailings, postage, and shipping needs.
- Manage or maintain office-related systems and vendor accounts as assigned.
- Reserve and confirm meeting rooms, meals, supplies, and materials for Development meetings and special gatherings.
- Assess office needs on an ongoing basis and proactively address supply, equipment, printing, mailing, and other operational requirements.
- Maintain organized electronic and physical records related to office procedures and operations.

4. Event & Team Support

- Provide administrative and logistical support for Children's Harbor fundraising, stewardship, and Development events in collaboration with the Director of Events and Communications and other Development and Marketing team members.
- Proofread Development-related materials for accuracy and consistency.
- Propose ideas that improve administrative processes, donor service, and the overall event experience.
- Perform other Development and office-related duties as assigned.

Requirements and Qualifications

The successful candidate will be approachable, professional, collaborative, and service-oriented and will communicate effectively with staff, leadership, donors, board members, volunteers, vendors, and the public.

This position requires a high degree of integrity and discretion, excellent judgment, initiative, flexibility, and the ability to work independently with limited supervision. The Development Services & Operations Manager should understand and embrace the mission of Children's Harbor and recognize that accurate, efficient behind-the-scenes work directly supports the organization's ability to serve families.

- High school diploma or equivalent plus four years of relevant professional experience; associate's or bachelor's degree preferred.
- At least two years of experience in project management and database/CRM use; nonprofit development or fundraising operations experience preferred.
- Strong organizational skills, exceptional attention to detail, and a project-management mindset.
- Excellent written and verbal communication skills.
- Excellent donor relations skills, with the ability to interact professionally and responsively with donors and other stakeholders.
- Proactive, solutions-oriented thinker who works well independently and collaborates effectively with a team.
- Ability to prioritize multiple tasks, manage deadlines, and follow projects through to completion.

Technology & Systems

The Development Services & Operations Manager must be comfortable learning and working across multiple technology platforms. Experience with every system listed below is not required at hire; however, demonstrated technology aptitude and the ability to learn new systems are essential.

Experience or proficiency should include:

- Blackbaud Raiser's Edge or another CRM/donor database
- Microsoft Excel, including sorting, filtering, formatting, and working with lists and data
- Microsoft Word, including mail merges, labels, and personalized correspondence

- Microsoft Outlook and other Microsoft Office applications
- Asana or another project-management platform
- Cloud-based file management systems such as SharePoint
- Online giving, donor-management, and other Development-related technology platforms
- Standard office equipment and technology

Accountability

Reports to the Senior Director of Donor Engagement for overall position responsibilities, office operations, projects, and workflow management.

Works closely with the Director of Database Operations regarding database processes, donor records, acknowledgments, gift processing, and Development Services responsibilities.

Collaborates regularly with Development, Marketing, Finance, and Events staff.

Works under the overall leadership of the Chief Development Officer as a member of the Development and Marketing team.

Compensation & Benefits

Base Salary: Competitive pay commensurate with experience.
Incentive Pay: Annual bonus potential of up to 5%.
Health & Wellness Coverage:
Blue Cross Blue Shield of Alabama health, dental, and vision insurance (80% employer-covered premium / 20% employee contribution).
Medical Leave Bank.
Employee Assistance Program (EAP).
Paid Time Off (PTO) & Holidays:
25 days of PTO per year (200 hours), increasing incrementally with tenure.
12 paid holidays per year.
Financial & Retirement:
401(k) retirement plan with an employer match up to 5% of compensation.
Life Insurance policy equals 100% base salary, with optional supplemental employee-paid policies.
Employer-paid Long-Term Disability coverage equal to 60% of base salary.
Optional employee-paid Accident and Critical Illness coverage.
Equipment & Stipends:
Company-provided laptop.
Monthly cell phone stipend.
Business mileage reimbursement at the official IRS standard rate.

How to apply:

Please email your resume and cover letter to Rhonda White, Senior Director of Donor Engagement, at rhondawhite@childrensharbor.com. Applications will be reviewed as they are received.