

## Child Crisis Arizona

### Job Description

<b>Title</b>	Development Office Manager
<b>Supervisor</b>	Sr. Vice President of Development & Communications
<b>Salary Grade</b>	
<b>Classification</b>	Exempt

#### Primary Job Function:

The Development Office Manager is an administrative role responsible for keeping the Development & Communications Department's processes and operations, efficient, and on track. This position is not responsible for frontline fundraising or carrying a donor portfolio, but it does require a strong understanding of how a high-performing development department operates.

Reporting to the Sr. Vice President of Development & Communications, this role oversees department systems, processes, deadlines, and internal coordination. The Development Office Manager ensures work is completed accurately and on time, holds team members accountable, and builds repeatable systems that can be automated and sustained year over year.

This position will have employee supervision responsibilities, while serving as the liaison between the Development and Finance departments.

#### Essential Job Duties:

##### Systems & Process Management

- Follows, refines, and manages systems that support efficient workflows across fundraising, donor stewardship, and communications.
- Tracking proposals, reporting, and deliverables to ensure consistency and timeliness.
- Oversees regular internal database reviews to maintain high data integrity and donor information accuracy.
- Maintain and update internal documentation, templates, and shared resources that promote efficiency and accountability.
- Produces and reviews dashboards and performance reports to evaluate fundraising progress, donor retention, and campaign effectiveness.
- Analyzes performance trends and makes recommendations to improve departmental efficiency and donor stewardship.
- Leads the department's data integrity strategy, ensuring timely and accurate entry and reporting within donor databases (Raiser's Edge, etc.).

##### Team Supervision

- Provides direct supervision and guidance of assigned department staff.
- Ensure assigned staff have clear goals, timelines, and expectations, ensuring alignment with department priorities and organizational direction.
- Fosters a culture of accountability, collaboration, and continuous improvement focused on quality, timeliness, and donor experience.
- Acts as the department's operational hub—ensuring all projects and initiatives are on track, coordinated, and executed with excellence.

##### Cross-Departmental Coordination & Strategic Support

- Serves as the primary liaison between Development & Communications and Finance departments to ensure collaboration and clarity on processes and timelines.



- Partners with Finance to ensure all gifts are accurately entered, reconciled, and acknowledged while maintaining exceptional donor communications.
- Supports the Grants Manager by coordinating budgets, outcomes, and supporting documentation for grant proposals and sponsorship submissions.
- Provides operational oversight to ensure all cross-departmental projects meet deadlines, budget requirements, and quality standards.

**Personal Attributes:**

- Highly organized with strong attention to detail.
- Skilled at project managing, balancing multiple priorities, systems, and timelines.
- Collaborative team player with exceptional communication skills.
- Proactive and able to hold peers accountable in a professional, supportive manner.
- Strong analytical thinker who can translate data into actionable insights.

**Training, Education, Experience Requirements:**

- Strong project management and organizational skills, with ability to manage multiple deadlines.
- Excellent communication and collaboration skills.
- Bachelor's degree in Nonprofit Management, Business Administration, or related field preferred; equivalent experience will be considered.
- 3-5 years of experience in nonprofit operations or similar systems-focused role.
- Proficiency in database systems and CRM reporting functions
- Proficiency in Microsoft Office Suite, especially Excel.
- Experience using AI for day-to-day tasks, improving efficiency
- Must be at least 21 years of age.
- Must possess or obtain a valid Level One Fingerprint Clearance Card prior to employment.
- Must have a valid Arizona Driver's License and a clean driving record for the past 5 years.

Salary range: \$70-\$80k

Apply here:

<https://www.paycomonline.net/v4/ats/web.php/portal/B1B5C93A2F5EABE2A934AEAE43706412/jobs/144107>