

Development Operations Specialist

Position Type: Full-time employment, 40 hours per week. Non-Exempt under the Fair Labor Standards Act (FLSA).

Description: The Development Operations Specialist plays a strategic role in supporting Norfolk Botanical Garden's fundraising and stewardship priorities. This position ensures accurate donor records, timely correspondence, and meaningful engagement opportunities while supporting leadership in donor prospect research, cultivation, and communications. The Specialist prepares reports and correspondence for leadership and Board review, helps lead prospect relationships by facilitating introductions and connections, and coordinates tours and donor-related event logistics. This role requires discretion, strong attention to detail, and a commitment to delivering a professional, donor-centered experience that strengthens the Garden's philanthropic impact.

Essential Functions:

- Maintain and manage the donor database (Altru CRM), including accurate gift entry, pledge tracking, record updates, report generation, and queries to support campaign planning and leadership decision-making.
- Ensure compliance with data integrity and confidentiality standards while identifying opportunities to improve CRM processes, workflows, and reporting efficiency.
- Collaborate with leadership to manage sensitive donor and prospect information, conducting confidential research and providing analysis to inform fundraising priorities and engagement opportunities.
- Analyze donor giving trends and prepare summary reports to inform cultivation and solicitation strategies.
- Participate in the development of new strategic donor engagement programs and initiatives.
- Advance stewardship programs designed to enhance donor engagement and retention.
- Draft and issue donor acknowledgment letters and stewardship communications.
- Develop and prepare donor communications and fundraising materials to support stewardship and cultivation.
- Support the delivery of personalized donor experiences through tailored communications, recognition, and engagement touchpoints.
- Prepare confidential donor and Board correspondence, proposals, and reports for development and executive leadership.
- Advance prospect relationships by facilitating introductions, supporting cultivation, and ensuring appropriate follow-up that deepens donor connections.
- Coordinate and manage logistics for donor meetings, tours, and fundraising events, including scheduling, invitations, RSVPs, rain plan coordination, and occasional hands-on setup and food service support as needed.
- Serve as a liaison between development staff and other departments to ensure seamless donor experiences.
- Track action items, deliverables, and deadlines to ensure timely follow-through on projects and commitments.

Essential Physical Functions:

- Sit at a desk and work on a computer and phone for extended periods of time.
- Walk between buildings and across the Garden campus to support donor events and meetings.
- Stand, bend, twist, and stoop during event setup or support activities.
- Lift, carry, and move materials and supplies up to 40 pounds.
- Ability to support occasional outdoor donor events in varying weather conditions, including heat, humidity, rain, or cold.
- Flexibility with job demands and willingness to assist with hands-on event setup and food service support as needed.

Qualifications:

- Minimum of two years of experience in development operations, donor relations, or database/CRM management, preferably in a nonprofit setting.
- Associate's or bachelor's degree in Development/Fundraising, Nonprofit Management, Business Administration, or a related field preferred; equivalent experience will be considered.
- Experience with CRM platforms or donor databases (e.g., Altru, Raiser's Edge, Salesforce) highly preferred.
- Strong written and verbal communication skills, with excellent proofreading skills and the ability to draft professional correspondence for diverse stakeholders.
- Exceptional organizational skills, with the ability to prioritize tasks, manage event logistics, meet deadlines, and handle multiple projects simultaneously.
- Demonstrated discretion and professionalism in handling sensitive information.
- High attention to detail and accuracy, especially when managing donor records, communications, or confidential correspondence.
- Strategic thinker with the ability to connect data insights, donor engagement, and departmental priorities.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and adaptability with technology tools for scheduling, communication, and project tracking.
- Strong interpersonal skills with a customer service mindset.
- Ability to work occasional evenings and weekends to support donor events and programs.
- Valid driver's license and proof of insurance required.

Reports To: Director of Development & Grants**Benefits:**

- Health insurance including an HSA or copay option (NBG pays 70% of individual premium and 65% of dependent/family premium)
- 403(b) retirement plan with discretionary 4% match
- Company sponsored life-insurance coverage.
- Group rates on voluntary benefits such as dental, supplemental medical expense insurance, FSA, DCA, vision, STD, LTD, accident and critical illness.

- Paid vacation, sick leave and holidays.
- Professional development opportunities.
- Staff discounts on programming & gift shop.
- EAP services for all employees.

Equal Employer Opportunity (EEO) statement: NBG is committed to the principles and ideals of equal employment opportunity. It is, and shall continue to be, the policy and practice throughout NBG to foster equal employment opportunity and non-discrimination for applicants, employees, and volunteers without regard to race, color, sex, religion, national origin, age, marital status, disability status, gender identity, sexual orientation, pregnancy, childbirth or related medical condition including lactation, status as a veteran or other protected status, if qualified to perform the essential functions of the job with or without reasonable accommodation.