

Development Operations Manager

Location: Irvine, CA

Position Type: Full-time, Exempt, In-Person

Primary Reporting to: Vice President of Development

Schedule: In-person. Includes occasional evenings and weekends, based on event needs.

Salary Range: \$85,000 - \$95,000

Benefits:

- Medical, dental, and vision insurance
 - 401(k) retirement plan with employer match
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Position Overview

The Development Operations Manager provides strategic and operational support for the Philharmonic Society of Orange County's development department. This role is the central hub for development operations and ensures the accuracy, integrity, and effective use of development data, systems, and processes that support donor engagement, portfolio management, and revenue growth.

Serving as a key partner to the Vice President of Development and Senior Director of Development, the Development Operations Manager supports all phases of the fundraising cycle, including prospect identification, moves management, reporting, forecasting, grant tracking, compliance and stewardship.

Key Responsibilities

Development Operations & Systems Management

- Manage, optimize, and maintain the organization's CRM platforms, including Tessitura and GiveSmart, ensuring data accuracy, consistency, integrity, and compliance with institutional standards
- Establish, implement, and oversee best practices for data governance, documentation, policies, procedures, and reporting protocols
- Oversee timely and accurate gift processing, acknowledgments, and donor record management in partnership with the Finance team
- Serve as the primary internal resource for database usage, reporting, training, and system troubleshooting
- Manage donor segmentation, list generation, corporate partners, and targeted mail and email campaigns to support fundraising, stewardship, and engagement initiatives

Prospect Management & Pipeline Oversight

- Partner with the Vice President of Development and Senior Director of Development to manage prospect pipelines and implement effective moves management strategies
- Support portfolio health by tracking, analyzing, and monitoring donor engagement, activity, and progression
- Coordinate donor and corporate partner discovery, qualification, and prospect research efforts to strengthen the fundraising pipeline
- Conduct prospect analysis and identification to support proactive pipeline development
- Provide data-driven insights and strategic recommendations to advance major, leadership, and institutional giving initiatives

Reporting, Forecasting & Performance Analysis

- Produce regular dashboards and comprehensive reports for Development leadership, the President/CEO, and Board committees
- Analyze fundraising performance, donor trends, campaign results, and portfolio metrics to inform strategy, goal setting, and decision-making
- Leverage CRM data to support fundraising projections, forecasts, and annual and multi-year development budgets in partnership with the Vice President of Development
- Track and report on revenue performance across campaigns, concerts, events, and fundraising initiatives against established targets
- Provide data-driven insights related to donor engagement, retention, upgrade opportunities, and overall fundraising effectiveness

Project Management & Cross-Functional Team Coordination

- Manage timelines, workflows, and deliverables for major fundraising initiatives, campaigns, and special events
- Coordinate cross-functional and cross-departmental development projects to ensure alignment, accountability, and follow-through
- Establish and manage clear processes between Development and Marketing to improve coordination, timing, and effectiveness of donor communications.
- Support departmental planning and goal tracking in partnership with the Vice President of Development, including benchmarks and progress reporting
- Assist with vendor management and contracts related to development operations, systems, and services

Training, Standards & Systems Expertise

- Train and support Development staff in Tessitura CRM usage, including Contributions, Appeals, Constituent Records, Prospect Management, and Reporting modules
- Establish, document, and reinforce standardized development operations processes, data entry protocols, and reporting practices to ensure data integrity and consistency across the system
- Serve as a subject-matter expert and advisor to leadership on Tessitura functionality, data strategy, and development operations effectiveness

Compliance & Financial Stewardship

- Ensure compliance with organizational policies, financial standards, and fundraising requirements
- Support development operations budgeting, forecasting, and expense tracking
- Maintain strict confidentiality and discretion in handling sensitive donor and financial information

Donor Engagement & Event Support

- Attend and support occasional donor engagement activities during concerts and performances as needed
- Work with team to support a seamless, donor-centered experience at concerts and events through accurate data, coordination, and operational support
- Provide on-site operational and donor support for the annual gala and other major donor events

Qualifications & Experience

- Bachelor's degree or equivalent combination of education and experience
- Minimum of five years of experience in development operations, advancement services, or fundraising administration
- Five years of hands-on experience with Tessitura CRM and related fundraising systems
- Proven ability to manage complex projects, data systems, and competing priorities
- Experience collaborating effectively with senior leadership, board committees, and cross-functional teams
- Strong analytical, organizational, and problem-solving skills, with a high level of professionalism and discretion
- Experience in or strong interest in the performing arts or cultural nonprofit sector preferred

Physical & Mental Requirements

- Ability to sit or stand for extended periods
- Ability to lift up to 25 lbs. occasionally (e.g., marketing materials)
- Comfortable using computers and office equipment for prolonged periods
- Strong attention to detail and ability to manage shifting priorities
- Flexibility to work evenings and weekends as needed

HOW TO APPLY:

Please submit a cover letter, resume and salary requirements to:

Philharmonic Society of Orange County
Attn: Human Resources
1124 Main Street, Suite B
Irvine, CA 92614
Email: hr@philharmonicsociety.org

Please include in the subject line of your email: DEVOMGR