



First Tee – Orange County Development Operations Manager

First Tee Overview

First Tee – Orange County was established in 2013. We are more than a sports program. We shape the lives of young people throughout communities in Orange County providing character building and life skills lessons through the game of golf. To date, we have served over 34,000 youth in Orange County. To learn more about First Tee – Orange County, visit our website at <https://firstteeorangecounty.org>.

Mission Statement

To impact the lives of young people by providing educational programs that build character, instill life-enhancing values, and promote healthy choices through the game of golf.

Job Summary

The Development Operations Manager is a brand new, first of its kind role at First Tee – Orange County, designed for someone who thrives on building systems, uncovering insights, and driving meaningful impact behind the scenes. This position is responsible for bringing structure, efficiency, and insight to our fundraising efforts. While this position does not directly involve making cold calls or asking for money – it plays a vital behind the scenes role in our donor stewardship, data management, and fundraising strategy. We believe in data-driven relationship building. Our data not only allows us to better know our donors, but it also drives our fundraising and marketing strategy. Your insight and analysis will help us to prioritize our efforts and maximize our impact.

Reporting Structure

The Development Operations Manager reports to the Chief Executive Officer (CEO).

Primary Responsibilities

Fundraising Data & Reporting

- Manage and maintain our donor database (e.g., GiveSmart or similar), ensuring records are clean, accurate, and up-to-date.
- Reconcile donations with the Finance Lead to ensure accuracy across systems.
- Create, clean up, and analyze fundraising reports—then turn them into actionable insights for our CEO.
- Track and support donor stewardship to ensure timely and meaningful engagement.

Donor Engagement & Stewardship

- Support donor outreach and stewardship by tracking key touchpoints and making sure follow-ups happen.
- Connect with donors to schedule meetings with CEO, make follow up calls to donors regarding pledges and thank you messages. You will need to be comfortable making phone calls and providing excellent customer service.
- Provide background and insights to assist donor outreach and relationship management.
- Manage acknowledgement and thank you processes to ensure donors at all giving levels feel recognized and valued.
- Manage our donor email communications to different types of donors.
- Ensure digital fundraising platforms, like Constant Contact, and donor data are regularly synchronized with the main donor database.

Fundraising Events & Campaigns

- Provide project management support for our signature fundraising events such as Golf Tournaments and our annual Gala.
- Coordinate event logistics, work with vendors, and ensure exceptional donor and sponsor experiences.
- Support donor communications before, during, and after events (this will include phone calls and some face-to-face interactions).
- Create and analyze pre and post event reports to develop a stewardship plan for the CEO and Board.

Qualifications

- **Minimum of 3+ years of experience** in nonprofit development, fundraising operations, or a similar role.
- Strong database/CRM skills—if you love keeping donor records spotless and running reports, you'll thrive here.
- Experience working with finance teams to reconcile donations (bonus points if you enjoy spreadsheets).
- Superpowers in organization, project management, and keeping things moving behind the scenes.
- Excellent writing and communication skills—you can make data sound interesting and craft engaging donor messages.
- Familiarity with email marketing tools (Constant Contact, Mailchimp, etc.) and donor segmentation.
- A team-player mindset with the ability to work independently and proactively.

Skills

- Exceptional leadership and management skills with the ability to inspire and develop others.
- An excellent command of the English language, both verbally and written is required.
- Proficiency in Microsoft Office; Salesforce experience preferred.
- Strong analytical and problem-solving skills.
- Ability to travel locally and occasionally for trainings, meetings, or conferences.

Position Location

Hybrid position based at First Tee – Orange County's office in Laguna Hills, CA. In-office presence required at least 2 days per week.

Employment Status

Full time, Exempt position

Compensation & Benefits

Base Salary Range: \$67,000 – \$80,000 annually

Benefits Include:

- Vacation, holiday pay, sick leave
- Mileage reimbursement
- Device stipend
- Medical stipend.

To Apply

Interested candidates should submit a resume and cover letter to careers@thefirstteeoc.org. We look forward to learning how you can help support and grow our mission at First Tee – Orange County.