

Development Operations Administrator

Full Time Regular

Requisition ID: 1164

DC, Washington, DC, US

Salary:

68,000.00 To 78,000.00 (USD) Annually

DEPARTMENT: Development Operations

REPORTS TO: Deputy Director of Data, Information Systems, and Development Operations

LOCATION: Washington, DC (Hybrid)

Bread for the World is a Christian advocacy organization urging U.S. decision makers to do all they can to pursue a world without hunger. Our mission is to educate and equip people to advocate for policies and programs that can help end hunger in the U.S. and around the world.

PRIMARY OBJECTIVE: To support Bread for the World's constituent relationship management systems, fundraising technology platforms, data operations, and reporting functions. This position ensures the accuracy, integrity, and accessibility of constituent data while providing day-to-day administration of development systems and supporting organizational fundraising and engagement efforts.

PRIMARY RESPONSIBILITIES/ACTIVITIES:

1. Serve as primary administrator for Raiser's Edge NXT and other CRM systems.
2. Administer and maintain constituent data structures, codes, business rules, security permissions, and system configurations to ensure data integrity and operational consistency.
3. Execute and oversee data imports, exports, integrations, synchronization processes, and bulk data updates across connected platforms.
4. Develop, maintain, and optimize queries, dashboards, worksheets, reports, and data visualizations that support fundraising, advocacy, engagement, evaluation, and organizational decision-making.
5. Monitor constituent data quality through audits, exception reporting, reconciliation processes, and ongoing data cleanup initiatives.
6. Support organizational evaluation, campaign measurement, and performance reporting by developing metrics, reporting tools, and data collection processes.
7. Troubleshoot and resolve system, integration, and user related issues while serving as a subject matter expert for constituent data systems.
8. Provide training, onboarding, documentation, and ongoing support for staff utilizing Raiser's Edge NXT and related platforms.
9. Create, maintain, and regularly update system documentation, procedures manuals, knowledge base articles, and training materials.
10. Support implementation, testing, and deployment of system enhancements, upgrades, integrations, and new technologies.
11. Partner with departments across the organization to identify business requirements and improve processes through effective use of technology and data.
12. Participate in Data Governance initiatives, recommending coding standards, data management practices, and governance policies that support organizational goals.
13. Maintain and support organizational tracking systems, dashboards, and reporting structures used to monitor advocacy, fundraising, constituent engagement, and strategic initiatives.
14. Assist with gift processing quality assurance, reconciliation activities, and operational reporting as needed.
15. Stay current on emerging best practices in CRM administration, fundraising technology, reporting, data governance, and nonprofit information systems.

16. Participate in cross functional projects and perform other duties as assigned.

SECONDARY RESPONSIBILITIES/ACTIVITIES:

1. Represent the department in meetings and project teams as assigned.
2. Support organizational initiatives related to data governance and system improvements.

SUPERVISION EXERCISED: None

SKILLS/KNOWLEDGE REQUIRED:

- Bachelor's degree or equivalent experience.
- Minimum of four years of experience administering CRM, fundraising technology, or constituent data systems.
- Experience with Blackbaud Raiser's Edge database view and NXT required.
- Experience with Engaging Networks preferred.
- Experience with business intelligence and reporting tools (e.g., Tableau, Power BI, or similar platforms) preferred.
- Experience with Omatic Products preferred.
- Knowledge of data imports, exports, queries, reporting, integrations, and data quality management practices.
- Experience administering and supporting software integrations, APIs, and third-party applications.
- Strong analytical and problem-solving skills.
- Experience developing dashboards, KPI reporting, and organizational performance metrics.
- Ability to prioritize multiple projects and meet deadlines.
- Excellent attention to detail and commitment to data accuracy.
- Strong customer service and communication skills.
- Experience developing training materials and delivering end user training for CRM and fundraising technology platforms.
- Proficiency with Microsoft Office Suite, particularly Excel.
- Experience working in a nonprofit environment preferred.
- Experience with data governance principles, coding structures, business rules, and data standards.
- Strong organizational, communication and interpersonal skills (written, oral, and electronic).
- Familiarity with Christian faith perspective and advocacy to end hunger desirable.

WORK ENVIRONMENT ISSUES:

- Bread is a hybrid organization.

CULTURAL EXPRESSIONS:

Bread is committed to advancing racial equity externally and internally, all staff members play a vital role. In the course of our work, each staff person should work to apply a racial equity lens to their work and practices; and participate in racial equity on-going training. Bread is also committed to being an equal opportunity employer.

OUR VALUES:

1. ***We value our faith.*** Our faith in Christ is the foundation for our hope, story, mission, and values, and compels us to love our neighbors near and far.
2. ***We value human flourishing.*** We believe that every human being, created in the image of God, has inherent dignity that affords an opportunity to be in right relationship with God, self, neighbor, and the environment, and to freely access enough nutritious food for good health.
3. ***We value justice.*** We seek to establish effective systems, structures, and policies that affirm equality and advance equity among all human beings and protect people who experience hunger and poverty from

oppression.

4. ***We value courage and prophetic voice.*** In a spirit of wisdom and love, we will be bold in articulating and pursuing our vision of a world without hunger.
5. ***We value nonpartisanship.*** We believe that effective and sustainable public policies are made when, in good faith, we employ a civil and politically unbiased approach to develop and implement laws and programs to achieve our mission.
6. ***We value collaboration.*** We believe in working alongside and building community with diverse churches, institutions, and individuals, including people experiencing hunger, to achieve our mission.
7. ***We value impact.*** We strive for excellence in our work and hold ourselves and our nation's leaders accountable in the pursuit of public policies that render measurable results and meaningful change for those affected by hunger.

DISCLAIMER:

Background and reference checks will be conducted on all final candidates. The information in this job description indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.