

Manager for Development Operations

Full Time Regular
Professional
Washington, DC, US

Today
Requisition ID: 1172

Salary Range:

\$68,000.00 To \$78,000.00 Annually

DEPARTMENT: Development

REPORTS TO: Deputy Director of Data, Insights and Information Systems

LOCATION: Hybrid in Washington, DC

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: The Manager of Development Operations serves as the operational lead and a strategic partner for Bread for the World's fundraising operations. This role partners with Development leadership to drive fundraising analytics, Power BI reporting, gift processing, donor acknowledgements, financial reconciliation, and operational excellence. The manager translates enterprise data into actionable fundraising intelligence that supports revenue growth, strengthens donor relationships, and improves organizational decision-making.

This role connects strategy and execution across Membership, Major Gifts, Foundations, Corporates, Planned Giving, and Church Giving—powering a whole, integrated fundraising program through strong operations and real-time analytics.

PRIMARY RESPONSIBILITIES/ACTIVITIES:

Fundraising Analytics, Reporting, and Power BI:

1. Lead the design, development, and maintenance of Power BI dashboards and reports that provide leadership with real time fundraising insights.
2. Develop recurring and real time analytics tracking revenue, donor retention, acquisition, portfolio performance, campaign effectiveness, pipeline movement, lifetime value, and forecasting.
3. Partner with the Vice President, Development & Membership, and fundraising leaders to define key performance indicators (KPIs), translate fundraising strategy into actionable reporting, and deliver data driven insights that support organizational decision making.
4. Translate business requirements into scalable Power BI reporting solutions that improve operational efficiency and fundraising performance.
5. Present analytics, trends, and recommendations to leadership to support strategic planning, campaign optimization, and revenue growth.
6. Produce portfolio analytics and opportunity analysis for Major Gifts, Planned Giving, and other fundraising programs.
7. Ensure all fundraising reporting for leadership, executive management, and board committees is accurate, timely, and aligned with organizational goals.

Development Operations & Systems Partnership:

1. Partner with the Deputy Director of Data, Insights and Information Systems to optimize fundraising systems and business processes.
2. Translate fundraising requirements into technical solutions.

3. Support system integrations and reporting enhancements.
4. Maintain data quality standards and operational documentation.

Fundraising Operations & Portfolio Management:

1. Produce portfolio analysis for Major Gifts and Planned Giving.
2. Analyze fundraising performance trends.
3. Develop revenue projections and forecasting models.
4. Recommend operational improvements based on fundraising performance.
5. Support campaign planning through forecasting, trend analysis, and performance insights.

Generosity Operations, Gift Processing, and Acknowledgments:

1. Lead gift processing operations to ensure timeliness, accuracy, and compliance.
2. Oversee donor acknowledgment and receipting processes.
3. Ensure gifts are coded accurately by fund, appeal, campaign, source, and motivation.
4. Develop KPIs related to processing accuracy and turnaround times.
5. Identify and implement continuous process improvements.

Leadership and Cross-Functional Partnership:

1. Establish performance metrics for data quality, reporting timeliness, and operational effectiveness.
2. Serve as a strategic partner to Development, Finance, and Communications.
3. Advise leadership on operational investments that support long-term revenue growth and donor trust.

SECONDARY RESPONSIBILITIES/ACTIVITIES:

1. Represents the Development Operations function on internal task forces and committees related to data governance, finance reconciliation, or systems improvements.
2. Provides coverage for other Development Operations team members as needed.
3. Performs other duties as assigned.

SKILLS/KNOWLEDGE REQUIRED:

- Bachelor's degree required; certification or advanced training in nonprofit management, database administration, or fundraising operations preferred.
- At least 5 years of experience in development operations, fundraising systems, or nonprofit data management.
- Advanced proficiency in Microsoft Power BI, including dashboard development, data modeling, and report visualization, required
- Expert knowledge of Raiser's Edge NXT required.
- Experience developing fundraising analytics and executive dashboards required.
- Strong understanding of nonprofit accounting and reconciliation processes; demonstrated success working cross-departmentally with Finance and IT teams.
- Proven experience managing large-scale donation processing and acknowledgment workflows (80K+ annual transactions).
- Excellent project management and analytical skills, with the ability to design efficient systems and monitor key performance metrics.
- Strong attention to detail, organizational skills, and ability to manage multiple priorities in a fast-paced environment.
- Exceptional interpersonal and communication skills, including the ability to train and mentor staff, and work effectively with diverse internal and external stakeholders.
- Commitment to donor service excellence and data-driven decision-making.
- Knowledge of IRS charitable giving regulations, PCI compliance, and donor privacy standards.

- Proficiency in Microsoft Office Suite (especially Excel) and data visualization or reporting tools preferred.
- Alignment with Bread for the World's mission and values.

WORK ENVIRONMENT ISSUES:

- Hybrid position based in Washington, D.C.
- Requires occasional evening or weekend work during peak fundraising periods or year-end reconciliation.
- Must be able to work collaboratively across multiple departments and time zones.

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.