THE BASILICA OF SAINT MARY

Position Description

Manager of Development Operations

Date: October 14, 2025
Department: Mission Advancement
Supervisor: Managing Director of Mission Advancement
Status: Full Time, Exempt
Hours/ Schedule: 40 hours/week, 12 mos per year

PURPOSE OF POSITION

The Manager of Development Operations plays a critical leadership role on The Basilica's Mission Advancement team, ensuring the effective implementation of all fundraising support systems, processes, and infrastructure. This position directly supervises the Gift Processor and Database Coordinator, providing operational oversight to ensure accuracy, efficiency, and excellence in all donor services.

SCOPE OF POSITION

Working in close collaboration with the Associate Director of Annual Giving and Stewardship, Gift Officers, and other team members, the Manager of Development Operations is responsible for translating strategic fundraising plans into coordinated, high-quality activities—ranging from donor data management, prospect research, appeal execution, and reporting. This position also ensures the integrity of donor data and the smooth operation of development functions across The Basilica Landmark and parish fundraising priorities.

POSITION QUALIFICATIONS

Knowledge Skills and Abilities

- Bachelor's degree required; additional certification in fundraising operations, data management, or nonprofit administration is a plus.
- Minimum of 4–5 years of experience in nonprofit development operations or fundraising services, with supervisory experience preferred.
- Proficiency with donor databases and CRM platforms (Raiser's Edge preferred); experience managing data systems and reporting processes.
- Strong leadership, communication, and project management skills.
- Ability to prioritize multiple projects while maintaining high attention to detail.
- Strong interpersonal skills and a collaborative, team-oriented approach.
- Demonstrated discretion and professionalism in handling confidential information.
- Familiarity with Catholic traditions and parish communities is helpful.

Physical Demands

- Must be able to sit for prolonged periods of time
- Repetitive keyboarding

- Ability to work 40 hours or more per week
- Ability to walk up and down stairs
- Occasional lifting or moving of office supplies or materials, up to 25 pounds.
- Ability to communicate effectively in person, by phone, and written correspondence.

Mental Demands

- Ability to work under pressure of multiple competing deadlines
- Strong analytical and problem-solving skills
- Ability to maintain confidentiality and privacy.
- Respects and values a diverse culture
- Ability to work as an integral part of a team
- Ability to adapt to changing priorities and organizational needs

PRIMARY FUNCTIONS AND MAJOR ACTIVITIES

A. Facilitate Development and Annual Giving Strategy and Prospect Research

- Assist with the execution of direct mail and digital appeals, including data pulls, production schedules, vendor coordination, and quality control; partner with communications team members and others who contribute to implementations.
- Implement systems and workflows that support the successful delivery of annual fundraising campaigns in collaboration with Associate Director and other team members.
- Lead prospect research efforts to guide major gift and leadership annual gift strategies.
- Serve as a resource for donor inquiries regarding giving history, acknowledgments, or account updates.

B. Fundraising Operations & Gift Processing Oversight

- Oversee the end-to-end process of gift entry, acknowledgment, and donor record management.
- Ensure that donor recognition protocols, receipts, and tax statements are accurate and timely.
- Maintain high standards for data integrity and compliance with IRS and accounting guidelines.
- Liaise with Finance to ensure timely reconciliation of gift records and financial reports.

C. Supervision & Team Leadership

- Supervise and support the **Gift Processor** and **Database Coordinator**, ensuring high performance, clarity of roles, and alignment with fundraising goals.
- Provide training, feedback, and mentorship to promote professional development and operational excellence.
- Monitor and manage team workload and timelines related to gift entry, acknowledgments, data updates, reporting, and other tasks.

D. Data Reporting & Analytics

- Ensure continuous improvement of Raiser's Edge suite of solutions including data cleanliness, system configuration; strive to provide donor and gift data that is clean, current, and structured for analysis and reporting needs.

- Ensure availability of regular reports to support donor segmentation, campaign tracking, and individual and team performance analytics.

E. Systems & Process Management

- Manage oversight and collaboration of CRM as it is used by development and other teams.
- Create and maintain documentation of standard operating procedures for all development operations functions.
- Continuously evaluate and improve systems, tools, and workflows to enhance team efficiency and donor experience.
- Ensure technology platforms (CRM, online giving, reporting tools) are effectively configured and maintained.

Other Duties

- Participate in team meetings and Basilica-wide activities as appropriate.
- Support a welcoming, mission-aligned work culture rooted in the values of the Catholic Church.
- Perform other responsibilities as assigned by the Managing Director of Mission Advancement

Exempt: Be ready to work and complete all assigned responsibilities and accept additional responsibilities identified (as needed) by your supervisor.

Compensation and Benefits

The salary range for this position is $63,000 - $66,000 annually. All full-time employees of The Basilica of Saint Mary receive access to the following benefits: medical/dental/vision insurance, FSA & HSA plans, paid time off, sick leave, paid holidays, floating holidays, parental leave, 403b, 403b matching up to 3%, life insurance, employee assistance program (EAP), short-term disability, long-term disability, and other supplemental insurance options.

Designation of Essential Functions

Employment in and by the Church is substantially different from secular employment. Church employees/volunteers must conduct themselves in a manner which is consistent with and supportive of the mission and purpose of the Church. This position does not require that the employee/volunteer be a Catholic. However, as a parish community rooted in the teachings of the Catholic Church, employees/volunteers are expected to be knowledgeable of core tenets and respectful of the mission, purpose, and teachings of the Catholic faith.

HOW TO APPLY: Please send your resume to Taylor Liles, tliles@mary.org. Cover letters are encouraged but not required for consideration.