
JOB:	Development Manager
STATUS:	Exempt, Full time
REPORTS TO:	Deputy Director of Development and Communications
SALARY:	\$70,000 - \$80,000

**Please note that we will only accept applications submitted through our [hiring page](#).*

The following statements outline the general nature and scope of this position. They are not an exhaustive list of all responsibilities, duties, or skills required.

Friends of the Children Austin is seeking a **Development Manager (DM)** to provide strategic oversight of development operations systems and organizational processes. This is an exciting opportunity for someone who enjoys creating systems, improving processes, managing donor data, and ensuring the behind-the-scenes work of fundraising runs seamlessly. If you're highly organized, analytical, detail-oriented, and passionate about supporting a mission that changes children's lives, we'd love to meet you.

As Friends of the Children Austin approaches its ninth year of operation, and with the national network celebrating more than 30 years of impact, our organization continues to experience strong growth in both fundraising and programming. We're looking for someone who enjoys building efficient systems, solving problems, and partnering with a collaborative team to support that continued growth.

Why You'll Love Working Here

If you're looking for an opportunity to join a team with an energetic, whatever-it-takes approach that strives for excellence, here's what we offer:

- Experienced, supportive leadership committed to mentoring and professional growth.
- An engaged Board of Directors and Advisory Boards who actively champion our mission and fundraising efforts.
- A collaborative, mission-driven team that values innovation, excellence, and continuous improvement.
- A healthy respect for work-life balance—you'll work hard, have fun, and be encouraged to recharge.
- A culture that values diverse backgrounds, professional development, and every employee's contributions.

Our Benefits

- 100% employer-paid medical, dental, vision, disability, and life insurance
- Three weeks paid vacation
- Two weeks paid sick leave
- Paid office closure between Christmas and New Year's Day
- SIMPLE IRA with up to 3% employer match
- Eight weeks paid parental leave for primary caregivers and four weeks for secondary caregivers

About the Role

The Development Manager is responsible for the systems, processes, and operations that keep our fundraising efforts running smoothly. Working closely with the Deputy Director of Development & Communications (DDDC), you'll oversee donor gift processing, CRM administration, fundraising reporting, grant administration, donor acknowledgments, pledge management, and development operations, as well as support fundraising event operations. You'll collaborate with Development, Finance, and organizational leadership to improve processes, ensure data integrity, maintain compliance, and provide meaningful reporting that supports fundraising success. This role also serves as an important steward of the

donor experience by ensuring every donor interaction is responsive and welcoming. Finally, this role oversees the work of the organization's contract grant writer.

KEY RESPONSIBILITIES:

Gift Administration & Processing

- Oversee all gift processing functions to ensure timely, accurate, and compliant recording of donor contributions and the execution of related donor stewardship activities.
- Manage the donor acknowledgment process, ensuring timely, personalized, and accurate donor communications.
- Analyze gift processing workflows and implement operational improvements that increase efficiency, accuracy, and donor service.

Pledge & Donor Commitment Management

- Review, interpret, and administer donor pledge agreements to ensure compliance with organizational policies and donor restrictions.
- Develop and maintain systems for tracking donor commitments, payment schedules, and fulfillment activities.
- Execute all donor pledge reminders, invoicing, and commitment follow-up.
- Communicate with donors with professionalism and respond to inquiries with warmth and a service orientation.
- Analyze pledge fulfillment trends and recommend improvements to increase collection rates and donor stewardship.

Financial Reporting & Reconciliation

- Prepare recurring fundraising and revenue reports, including the Daily Donor Report, All-Revenue Report and other organizational reporting.
- Reconcile fundraising records with the Finance Department to ensure accuracy and consistency of financial information.
- Analyze fundraising data and identify discrepancies requiring resolution.
- Recommend reporting improvements that enhance decision-making and operational efficiency.

Event Operations

- Manage event registration systems, RSVP tracking, and attendee data.
- Provide on-site operational leadership during fundraising events, including serving as event registration or check-in lead when assigned.
- Ensure accurate recording and reconciliation of event-related gifts and commitments.

Grant Administration

- Serve as the primary administrative liaison to the organization's grant writer, coordinating workflow, deliverables, and communications.
- Coordinate and maintain grant management processes including timelines, calendars, documentation, and internal controls.
- Monitor grant deadlines, reporting expectations, and compliance requirements and determine appropriate actions to ensure organizational compliance.
- Interpret grant agreements, ensure compliance, and manage grant administration processes.

CRM Administration & Development Systems

- Serve as the primary administrator and system owner for the organization's CRM.
- Lead CRM implementation projects, enhancements, and system improvements.
- Lead cross-functional projects involving Development, Finance, and Operations.
- Maintain donor touchpoint tracking and manage portfolio operations in collaboration with gift officers.

Committee & Administrative Support

- Coordinate scheduling and logistics for Board committees and work groups.
- Manage annual updates to donor communications, including refreshing organizational letterhead with the current Board of Directors and updating all CRM acknowledgment templates for the new fiscal year.
- Prepare meeting agendas and document meaningful meeting notes.

- Monitor action items and drive follow-up to completion.

Development Operations & Organizational Expectations

- Work primarily in the Friends Austin office, four days per week, with some flexibility to work remotely.
- Be willing and able to attend and actively participate in team meetings, staff functions, and department priorities, which can sometimes involve weekends and evenings.
- Attend all staff meetings, department meetings, one-on-one meetings with supervisor, Board meetings, and other organizational meetings assigned.
- Plan and facilitate Development department meetings.

SKILLS AND ABILITIES:

- Strong knowledge of nonprofit fundraising operations and donor stewardship best practices.
- Advanced understanding of gift processing, donor database management, and fundraising reporting.
- Demonstrated ability to analyze operational processes and implement improvements.
- Ability to interpret organizational policies, donor agreements, and grant requirements while exercising sound independent judgment.
- Strong project management and organizational skills with the ability to manage multiple priorities simultaneously.
- A service-oriented mindset with the ability to build positive, warm relationships with donors, volunteers, and colleagues.
- Exceptional written and verbal communication skills.
- Advanced proficiency with CRM systems, donor databases, Microsoft Excel, and fundraising reporting tools.
- Ability to collaborate effectively across departments while maintaining confidentiality and data integrity.
- Must have a valid driver's license and access to a personal vehicle for occasional work-related travel; mileage will be reimbursed in accordance with organizational policy.

SUPERVISES:

- Oversees Grant Writing Contractor

EDUCATION AND EXPERIENCE:

- Bachelor's Degree preferred; Associate degree required; five to seven years of progressively responsible fundraising operations experience may be considered in lieu of a degree.
- Minimum of three years of progressively responsible nonprofit fundraising operations experience, including gift processing, donor database administration, grant administration, and fundraising reporting.
- Experience serving as a CRM administrator with responsibility for system configuration, data governance, reporting, and process improvement.
- Experience interpreting donor agreements, grants, organizational policies, and fundraising compliance requirements.
- Demonstrated success managing multiple operational priorities while exercising independent judgment and initiative.

Friends of the Children Austin is an Equal Opportunity Employer, committed to addressing discriminatory practices. The equal employment opportunity policy of Friends of the Children Austin provides fair and equal opportunities for all employees and job applicants. Friends of the Children Austin hires and promotes individuals solely on the basis of their qualifications for the job to be filled.

When applying, it is a good practice to check your spam or junk mail folder to be sure you don't miss an email from us!

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