



POSITION TITLE:	Manager, Development Operations
DEPARTMENT:	Development
REPORTS TO:	Senior Vice President - Development
STATUS:	Full Time; Salaried
SALARY:	\$60,000 - \$65,000

About Junior Achievement of Central Maryland

Established in Maryland in 1957, Junior Achievement of Central Maryland (JA) is the local affiliate of JA USA, the nation's oldest and largest economic education organization with over 100 years of experience. Our mission is to inspire and prepare young people to succeed in a global economy.

JA is a trusted partner to students, schools, and communities across Central Maryland. Our approach is distinctive: we don't just teach financial literacy, workforce readiness, and entrepreneurship — we bring these concepts to life through experiential learning that meets students where they are and prepares them for where they want to go.

Through our experiential learning model, students develop critical and creative thinking, collaboration, communication, and technical literacy skills that are needed to navigate “what's next” in our ever-changing world.

Position Concept

Junior Achievement of Central Maryland is seeking a detail-oriented, systems-minded professional to join our Development team as Manager, Development Operations. This is a critical role for a growing fundraising operation.

Reporting to the Senior Vice President of Development, the Manager, Development Operations serves as the backbone of our fundraising team — ensuring the systems, processes, and records are in place to support meaningful donor relationships and strong fundraising outcomes.

If you are someone who finds satisfaction in creating order out of complexity, improving processes, and helping a mission-driven team operate at its best, this role is for you.

Primary Responsibilities

Fundraising Operations

- Track and report on fundraising metrics and donor engagement to keep the team informed and on track

- Maintain development calendars, workflow documents, and deadline management systems
- Support prospect research and donor qualification, providing comprehensive screening to identify and prioritize new funding opportunities

Gift Processing, Stewardship & Partnership Fulfillment

- Ensure all gifts are processed and acknowledged accurately and on time
- Execute a comprehensive stewardship plan that results in timely, meaningful engagement for donors and partners at every giving level
- Maintain JA's stewardship calendar, ensuring all donors and partners receive appropriate follow-up based on giving level, program involvement, and partnership agreements
- Draft personalized stewardship communications and partner updates that complement formal acknowledgement letters
- Coordinate impact reporting for corporate partners, foundations, and major donors — including pulling data, compiling metrics, and gathering program highlights
- Track and monitor fulfillment of all sponsorship and partnership deliverables to ensure 100% compliance with commitments
- Identify gaps in stewardship processes and recommend efficiencies that enhance the overall donor experience

Database Management & Reporting

- Serve as the Development team's primary point of contact for CRM needs, ensuring accurate data entry, coding, and record-keeping across donor files
- Maintain day-to-day data integrity including deduplication, address updates, constituent notes, and documentation of donor interactions
- Run routine reports for staff including mailing lists, LYBUNT/SYBUNT lists, event attendee lists, and pipeline reports
- Implement process improvements in the CRM based on team feedback and evolving organizational needs

Cross-Functional Collaboration

- Serve as the Development team's liaison to Finance during monthly gift reconciliation and as the lead point of contact during the annual audit
- Collaborate with the Communications team to support donor outreach and stewardship execution
- Provide operational support during major fundraising campaigns and events

Education/ Experience

- Bachelor's degree and/or 3+ years of experience in nonprofit development, fundraising operations, stewardship, or a data-focused administrative role

- Strong organizational skills with the ability to manage detailed workflows, track competing deadlines, and maintain accurate records across multiple projects simultaneously
- Excellent written and verbal communication skills, with the ability to draft clear, professional stewardship messages and partner updates
- High comfort level working with data, spreadsheets, and CRM systems; experience with donor databases strongly preferred
- Proficiency in Microsoft Office, particularly Excel and Word, including the ability to manipulate, clean, and format data for reporting purposes
- Prospecting and donor research skills
- A collaborative, service-oriented mindset — comfortable working across departments to gather information, fulfill partnership deliverables, and support the broader Development team

Why JA

At Junior Achievement of Central Maryland, you will be part of a passionate team that believes in the power of young people to shape their own futures. Every gift processed, every report generated, and every donor relationship supported by this role contributes directly to the experiences of the 30,000+ students JA serves each year across Central Maryland. This is not just an operations role — it is a mission-critical one.

Employee Benefits Offered

- Individual Medical and Dental Insurance
- Group Life Insurance
- 401k Retirement Plan with a generous 3% contribution by JACMD after 1 year
- Flexible Spending Account- Medical and Dependent Care
- Supplemental Life Insurance
- Hybrid Work Environment
- 18 Paid Holidays as well as paid Time Off Between Christmas and New Years
- Cell Phone Reimbursement

JA Contact: Send cover letter and resume to Kim Denis at kdenis@jamauryland.org

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. JACMD is an equal opportunity employer. We do not discriminate on the basis of race, gender, handicap, age, religion, sexual orientation, or national or ethnic origin. This position is subject to a background check.