



Development Operations Clerk

Job Description

Reports To:	Chief Development Officer, Senior Manager, Development
Supervisory Responsibilities?	No
FLSA Classification:	Non-Exempt
Work Status:	Full-Time
Workers' Comp. Code:	8810
Date:	July 1, 2026

POSITION SUMMARY: The Development Operations Clerk provides essential administrative, gift processing, data entry, donor records, acknowledgment, and reporting support for the Development Department. This role helps ensure that gifts are processed accurately, donor records are maintained responsibly, thank-you communications are produced on time, and the department has reliable information to support fundraising, stewardship, and revenue reporting.

KEY RESPONSIBILITIES

- Enter gifts, pledges, donor information, gift codes, notes, and related data into the donor database accurately and in a timely manner.
- Process and document cash, check, credit card, online, in-kind, corporate, foundation, event, and other contributions according to department procedures.
- Generate, print, mail, and/or email donor acknowledgment letters, receipts, annual statements, pledge reminders, and other standard donor communications as assigned.
- Maintain clean, accurate donor records by updating addresses, contact information, donor preferences, returned mail, duplicate records, deceased records, and other data corrections.
- Prepare routine reports, mailing lists, call lists, donor lists, event registration lists, and other data pulls for the Development team as directed.
- Assist with monthly and quarterly reconciliation by preparing gift reports and supporting documentation for review by the CDO and Finance team.
- Support online giving and donation platform administration, including data review, export/import support, and donor service follow-up as assigned.
- Maintain organized electronic and hard-copy files for gifts, donor correspondence, deposits, acknowledgments, reports, and development procedures.
- Assist with event registration, donor check-in, food/fund drive tracking, volunteer administrative projects, and other development department tasks.
- Help maintain standard operating procedures for gift entry, donor records, acknowledgment processes, and data quality.



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- Protect donor confidentiality and follow all applicable donor privacy, PCI, data security, and gift processing procedures.
- Perform other duties as assigned.

Key Performance Indicators

- Accuracy and timeliness of gift entry, donor records updates, and acknowledgment production.
- Reduction in duplicate, incomplete, outdated, or miscoded donor records through regular data hygiene work.
- Reliable preparation of reports, lists, and documentation for fundraising and Finance reconciliation.
- Consistent adherence to gift processing, donor privacy, and data security procedures.
- Responsive support to donors, colleagues, volunteers, and department projects.

QUALIFICATIONS

- Bachelor's degree, associate degree, professional certificate, or equivalent combination of education, training, and relevant experience preferred; candidates with strong data entry, office administration, donor services, bookkeeping, nonprofit operations, or customer support experience will be considered.
- At least 1-2 years of office, administrative, data entry, donor database, accounting support, customer service, or related experience preferred.
- Strong attention to detail, accuracy, confidentiality, organization, and follow-through required.
- Proficiency with Microsoft Office required; experience with fundraising databases/CRM systems preferred.
- Ability to follow procedures, manage repetitive and deadline-driven tasks, and ask questions when information is unclear.
- Professional communication skills and ability to interact respectfully with donors, volunteers, staff, vendors, and community members.
- Ability to assist with occasional evening or weekend development events as needed.

Key Competencies

- Mission commitment and respect for the dignity of neighbors, donors, volunteers, agencies, and colleagues.
- High standards for accuracy, confidentiality, stewardship, and follow-through.
- Collaborative, service-oriented work style with a practical bias toward action and continuous improvement.

ACKNOWLEDGMENT

I acknowledge that I have received and reviewed this job description. I understand the duties, responsibilities, qualifications, and expectations of this position. I further understand that this job description is not intended to be an exhaustive list of all responsibilities and that duties may be modified, added, or reassigned based on organizational needs.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____



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