Operations and Development Services Manager

Full-time position expected to work from the Ohio FFA Center in Columbus, Ohio, at least 1–2 days per week, with additional in-person time as needed for meetings, events, and organizational activities. Occasional travel may be required.

Overview
The Operations and Development Services Manager oversees the systems, processes, and administrative functions that support the Ohio FFA Foundation's fundraising, donor stewardship, volunteer management, financial operations, board engagement, and program delivery.

The Manager is the primary administrator of the Foundation's donor database and gift processing operations, ensuring accurate records, effective data management, timely donor acknowledgments, and reliable financial reporting. The position also supports the Executive Director and Board of Trustees and contributes to the overall effectiveness of Foundation operations.

The position reports to the Executive Director and works closely with the Director of Communication and Stewardship, Program Manager, Ohio FFA Association staff, accountant, and other Foundation stakeholders.

Responsibilities

Database Management & Development Operations

- Serve as the primary administrator and lead for the Foundation's donor database and constituent relationship management system (CRM), overseeing database structure, data integrity, user access, procedures, reporting, and ongoing system development.
- Support consistent CRM use across the Foundation team by establishing processes and expectations for data entry, record updates, and documentation. Train and assist staff in using the system effectively.
- Collaborate with the Executive Director, Director of Communication and Stewardship, and Program Manager to ensure donor, sponsor, prospect, partner, volunteer, and program-related information is consistently documented and maintained in the CRM.
- Maintain accurate donor, sponsor, prospect, gift, pledge, and organizational records.
- Build and manage database reports, records, and mailing lists to support fundraising campaigns, donor stewardship, sponsor outreach, and organizational decision-making.
- Provide data reports and analysis to support fundraising strategy, donor engagement, program management, and campaign performance.
- Manage gift processing for all giving channels, including checks, ACH payments, credit cards, and online giving platforms.
- Coordinate deposits, gift acknowledgments, tax receipts, tribute and memorial notifications, pledge tracking, and matching gifts.
- Manage corporate employee giving and matching gift platforms.
- Prepare reconciliation reports in coordination with accountant.

Board of Trustees & Executive Director Support

- Provide administrative and organizational support to the Executive Director in managing the Board of Trustees and its committees.
- Coordinate board and committee meetings, including scheduling, invitations, meeting materials, logistics, and follow-up.
- Maintain board records, trustee contact information, committee assignments, attendance, terms, calendars, and other governance documents.

- Maintain board resources in Dropbox and update the Board Engagement document with important dates and opportunities.
- Assist with trustee onboarding, orientation materials, scheduling, correspondence, research, and other Executive Director support.

Program & Event Operations Support

- Assist with planning and execution of Foundation events, including Foundation events during Ohio FFA Convention and other organizational activities.
- Coordinate Foundation event logistics, registration, participant lists, materials, vendors, and supplies.
- Support fundraising campaigns and organizational mailings through database list development, coordination, and distribution.
- Provide administrative and logistical support to the Program Manager in the implementation of Foundation programs. Responsibilities may include but are not limited to preparing program materials, managing applications and participant records, coordinating orders for awards and supplies, processing payments and invoices, maintaining program documentation, and assisting with program timelines and administrative follow-up.
- Coordinate with the Program Manager to anticipate administrative needs, establish processes, and ensure program-related tasks and deadlines are completed in support of effective program delivery.

Foundation Administration & Organizational Support

- Manage incoming mail, general phone inquiries, and office supply inventory.
- Manage Ohio FFA volunteer form and share names with appropriate Ohio FFA Foundation and Association staff.
- Coordinate mailings, purchase postage, donor acknowledgment distribution, and general office needs.
- Track outstanding invoices and follow up with staff.
- Assist with scheduling, meeting arrangements, travel coordination, and office equipment maintenance.
- Provide administrative and project support to the Foundation team as directed by the Executive Director.
- Perform other duties as assigned that contribute to the success of the Ohio FFA Foundation's mission and vision.

Desired Qualifications & Skills

The ideal candidate is highly organized, detail-oriented, efficient, accountable, excited to collaborate across and support a team, and comfortable working independently. They bring strong data management, financial administration, and project coordination skills, along with the ability to improve systems and processes.

- Experience with database management, data entry, data integrity, and reporting.
- Experience with financial administration, gift processing, bookkeeping, or reconciliation preferred.
- Strong computer skills, including proficiency with Microsoft Office applications, especially excel.
- Ability to develop and manage database reports and mailing lists.
- Strong organizational and project management skills, with the ability to manage multiple priorities and deadlines.
- Excellent attention to detail and commitment to accurate recordkeeping.
- Strong written and verbal communication and interpersonal skills.
- Ability to handle confidential donor, financial, and organizational information with discretion.
- Ability to work independently, solve problems, and identify opportunities for improvement.

- Excited to collaborate across and support the Foundation team while contributing to a positive and supportive team culture.

To apply, please send a resume, cover letter, and list of references to Amy Jo Baughman at **ajbaughman@ohioffa.org**.

Applications will be accepted and reviewed on a rolling basis, beginning immediately. For full consideration, applicants are encouraged to submit their materials by December 14. The position will remain open until filled.