



DEVELOPMENT OPERATIONS MANAGER

Updated July 2024

WHO WE ARE: FRESHFARM builds a more equitable, vibrant, sustainable, and resilient food future for the region by producing innovative solutions in partnership with local communities and organizations in the DC area. We create food access, economic development, and community building through hands-on education, farmers markets, and distribution programs. The FRESHFARM Development Team executes multiple strategies, in collaboration with all program teams, to solicit and secure the contributed portion of our \$11 million budget from government funders, foundation partners, and individual donors.

WHO YOU ARE:

- Fluent in managing and enjoy working with CRM databases; minimum of 3 years of experience with operations, administration, or donor management work
- A highly-organized and detail-oriented self-starter who proactively creates solutions to problems
- Thrive as an active member of a dynamic team made of colleagues with diverse backgrounds
- Excited by FRESHFARM's mission and committed to the organization's values of integrity, transparency, collaboration, continuous improvement, and innovative leadership

WHAT YOU'LL DO: The Development Operations Manager will manage and execute essential development operations including: database management; data analysis and reporting; donor communication and engagement activities; and administrative support for overall fundraising efforts. As a member of the Development Team, they will work closely with and report to the Director of Strategic Investments.

Development Database Management, Data Analysis and Reporting (50%):

- Manage and maintain the accuracy and cleanliness of the donor database
- Set SOPs for donor data entry and ensure compliance
- Generate reports for analysis, events, outreach and other strategic fundraising needs
- Conduct prospect identification and research for individual and foundation donor cultivation

Donor Communications and Engagement (25%):

- Manage various giving programs, including monthly giving, corporate matching donations, online giving platform, and annual giving campaigns
- Manage donor cultivation and solicitation mailings and acknowledgement of all donor contributions
- Manage production and distribution of donor e-newsletters and respond to donor inquiries
- Provide operational support for fundraising and donor cultivation events, including: ticketing and RSVPs; budgets and schedules; vendor and volunteer coordination and acknowledgment

Administrative Support for Fundraising Activities (25%):

- Manage grant proposal and reporting submission process including deadline management, portal registrations, submission, as well as maintaining standard organization documents & attachments
- Maintain credibility and transparency seals as well as Combined Federal Campaign, state charitable solicitation licenses, state workplace giving campaigns, etc.
- Manage supplies, collateral production, and printing for development team & donor outreach efforts

THE PERKS:

- Enjoy a relational workplace that values our people as the engine of our work
- Gain daily exposure to all aspects of our regional food chain and access to discounted local & seasonal produce!
- Play a key role in supporting critical functions of a growing and mission-driven organization
- Develop vibrant relationships with diverse co-workers across our many teams

THE DETAILS

- This is a full-time, exempt position; the salary range for this position is \$55,000 - \$70,000; a starting salary will be between \$55,000 - \$65,000
- This employee will typically work Monday - Friday during normal business hours. Event support requires occasional evening or weekend hours.
- This role is based at the FRESHFARM office (1100 15th Street NW) with ample opportunities for remote work available. An average week will include 2-3 days per week in the office.
- All full-time employees receive 72 hours annual sick leave, 11 annual holidays (8 hours each), 3 floating holidays per year, and accrue 80 hours of annual vacation leave (with increases after 3 and 6 years of service). This role will also be eligible for 12 weeks paid parental leave, 2 weeks prenatal leave (through DC paid family leave), and bereavement leave (as needed)
 - Typically, our offices also close for a 1 week, paid, winter break
- Eligible to enroll in 100% employer covered healthcare, disability, life insurance, and an employee assistance program (EAP); generous employer coverage for vision and dental insurance
- Eligible to contribute to a 403b plan (opt-in; Roth or post-tax).

PHYSICAL & OTHER REQUIREMENTS

- Proficient with GSuite, including Google Docs and Sheets, or a similar software
- Ability to occasionally lift/move/transport objects weighing up to 35 lbs.
- Must be fully vaccinated against COVID-19, in order to access the FRESHFARM office
- Access to personal smartphone required; \$25/month tech stipend provided for use
- This role requires access to a laptop with 8GB RAM and webcam. FRESHFARM will provide a triennial stipend of \$1000 to maintain or to purchase such a personal device, if needed.

HOW TO APPLY:

- To apply, please submit this [application form](#); applications will be reviewed on a rolling basis, with **priority given to applicants that apply by August 4, 2024.**
- Applicants selected to advance should expect to participate in a 1 hour virtual interview. Finalists will then be asked to participate in a hiring exercise (paid time) and invited to a final 1 hour virtual interview. Our goal is for this candidate to start by mid-to-late September.

EQUAL OPPORTUNITY EMPLOYMENT

FRESHFARM is an equal opportunity employer. We are committed to diversity and building an equitable and inclusive workplace for people of all backgrounds and experiences. **We encourage members of traditionally underrepresented groups to apply, including people of color, LGBTQ+ people, veterans, and people with disabilities.** We do not discriminate, and will take affirmative action measures to prevent discrimination against any employee or job applicant on the basis of race, color, national origin, gender, gender identity, gender expression, sexual orientation, age, religion, creed, disability, or veteran status in the following areas: employment, recruitment, or advertisements for employment; compensation, termination, upgrading, and promotions; any other conditions of employment.