

Position Description

Position Title: Senior Manager of Development and Business Operations

Reports To: Executive Director

FLSA Status: Exempt

Payband: 4

POSITION OVERVIEW

Friends of the National Arboretum seeks a systems-minded, detail-oriented Senior Manager of Development and Business Operations to serve as the engine behind our fundraising systems, technology infrastructure, and internal operations.

Rather than focusing on copy, creative, or solicitations, this role owns the technical and administrative architecture that makes fundraising and daily operations possible. From configuring campaign logic and managing data flows across systems (CRM, Eventbrite, website, email) to entering gifts, maintaining ledger hygiene, and managing basic office logistics, this position ensures FONA's back-office operations run accurately, securely, and seamlessly.

ABOUT US

Friends of the National Arboretum (FONA) is a nonprofit membership organization working to preserve and enhance the U.S. National Arboretum (USNA) in Washington D.C. and bring this remarkable resource to life as an important part of the city and region. Founded in 1982, FONA has served as the Arboretum's primary nonprofit partner for over 40 years and funds critical operations, youth education programs, visitor services, and infrastructure improvements.

ABOUT YOU

The ideal candidate will have experience with the following:

- **Experience:** 3–5 years of hands-on experience in nonprofit development operations, database administration, or business/financial operations.
- **Technical Proficiency:** Demonstrated experience configuring and managing a nonprofit CRM (FONA uses DonorPerfect) and setting up online gift processing workflows.
- **Financial Literacy:** Familiarity with nonprofit chart-of-accounts structures, gift coding, restricted fund tracking, and monthly reconciliation processes.
- **Systems Mindset:** Experience setting up or managing platform integrations (e.g., Zapier, CRM-to-Eventbrite syncs, email marketing tools).
- **Attention to Detail:** Meticulous organizational skills with a strong track record of data accuracy and process documentation.

EXPECTED CERTIFICATES AND LICENSES

- Driver's License preferred

- First Aid is encouraged (can attain through professional development after hire)

Prior to employment, FONA will conduct a background check, including criminal and sexual offender checks, as well as verification of both education and employment.

PRIMARY RESPONSIBILITIES

1. Development Operations & Database Architecture

- **Campaign & CRM Architecture:** Design and build the technical setup for annual appeals, special events, and fundraising campaigns in DonorPerfect (or primary CRM)—configuring appeal codes, campaign fields, online donation forms, and auto-acknowledgment workflows.
- **Gift Processing & Acknowledgments:** Oversee end-to-end gift processing for all gifts from data entry to acknowledgement to ensure compliance with tax guidelines and best practices in philanthropy.
- **Data Hygiene & Integrity:** Enforce data entry standards, conduct regular database audits, manage duplicate records, and ensure clean, segmented donor lists for advancement and communications efforts.
- **Reconciliation & Reporting:** Pull or support staff in developing regular campaign progress reports and analytics to support development strategy and financial batch reports to reconcile revenue monthly with accounting records.

2. Finance Administration

- **Coding & Expense Tracking:** Review, code, and route incoming invoices, credit card expenses, and vendor bills to ensure proper allocation across chart of accounts and department budgets.
- **Outsourced Accounting Liaison:** Serve as the internal operational link to FONA's external accounting firm (YPTC)—submitting weekly revenue batches, accounts payable documentation, and payroll inputs.

3. Systems Integration & Technology Infrastructure

- **Cross-Platform Workflows:** Lead technical integrations and data syncs between core platforms, including the CRM, website, Eventbrite, email marketing tools, and payment gateways.
- **System Administration:** Manage user access, subscription renewals, security settings, and basic technical troubleshooting across FONA's core operational software stack.

4. Daily Operations & Office Management

- **Office & Inventory Logistics:** Manage physical supplies, organizational inventory, mail distribution, and day-to-day facilities needs at Arbor House (FONA offices)
- **Vendor & Service Management:** Oversee routine operational vendor relationships (office equipment, software subscriptions, mail services).
- **Administrative Support:** Support general organizational workflow tracking and assist leadership with administrative compliance filings as needed.

PHYSICAL DEMANDS

The physical demands listed here are representative of those that must be met by an employee to successfully perform the essential functions of his/her job. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit for long periods of time, stand, travel up and down stairs, crouch, stoop and reach.
- Ability to lift up to 25 lbs.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

WORK SCHEDULE

The work schedule is generally Monday through Friday, 9 AM to 5 PM, though schedules may shift to support events as needed. Office work at FONA is hybrid, to allow for on-site support, and staff flexibility. Work location will be a mix of both in-office (on the grounds of the U.S. National Arboretum) and remote as schedule allows.

Salary is subject to FICA and income taxes. Excellent benefits package includes full health, dental and vision care coverage, a matching 401k retirement plan, paid federal holidays, generous accrued paid time off, and travel/cell phone/internet reimbursement.

Compensation: \$75,000 - \$90,000, dependent on experience

Expected start date: October/November 2026

TO APPLY

Please send a cover letter and resume, with subject line "Senior Manager [Your Name]" to jobs@fona.org. Applications will be reviewed on a rolling basis after September 24.

Friends of the National Arboretum is an equal opportunity employer. We believe participation across a broad-spectrum of human experiences and backgrounds is necessary. We value different skills, identities, education levels, and generations on our team, and are committed to creating a just and inclusive environment for all.