SAMARITAN HOUSE
JOB DESCRIPTION

Position: Development Operations Manager	**Approved by Executive Director on:**
Reports to: Development Director	**Revision Date: 10/13/2026**
____ **Exempt** __X__ **Non-exempt**	__X__ **Administrative** _____ **Direct Client Services**

Position Summary: The Development Operations Manager (Grants, Events & CRM) supports Samaritan House's development priorities by managing foundation grants (LOIs, proposals, and reporting), assisting with donor-facing event/program logistics, and administering CRM to maintain clean, accurate data and reporting. The role also coordinates donor acknowledgements to ensure timely and appropriate recognition of gifts and involvement.

Responsibilities:

1. **Foundation Grants**: Grant Prospecting & Strategy
    - Identify foundation prospects aligned with Samaritan House priorities
    - Build and maintain a grant pipeline (LOIs → full proposals → awards)
- Draft and manage submissions
    - Author or co-author LOIs and full proposals
- Reporting & Compliance
    - Track reporting schedules and funder requirements
    - Compile outcomes data and write/coordinate narrative reports
- Grant calendar + documentation
    - Maintain deadlines, submission requirements, and version control for materials
- Light relationship support
    - Prepare internal background briefs for stewardship conversations
    - Assist with post-award updates/communications as appropriate

2. Special Event Logistics Support

- End-to-end event/program operations
    - Assist with planning for timelines, run-of-show, checklists, and logistics
    - Coordinate vendors (as needed), venue logistics, and internal staffing
- Donor experience operations
    - Manage registration workflows (where applicable), seating/check-in processes
    - Ensure donor-facing acknowledgements, signage/names, and program materials are accurate
- Sponsorship & fundraising support
    - Coordinate sponsorship fulfillment details with internal stakeholders
    - Support tracking of commitments and deliverables
- Cross-functional coordination
    - Partner with marketing on event materials, messaging, and deliverables
- Post-event wrap-up
    - Collect results, reconcile outstanding items, and support any thank-you/next-step lists
    - Ensure CRM updates are completed promptly after events
    - Other duties as assigned

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3. CRM

- Oversee processing in-kind donations in the CRM system (Bloomerang), tracking and coding gifts appropriately by fund, campaign, and appeal
- Ensure all monetary and in-kind donations are entered into the CRM, (stock, donor advised funds, pro-bono work.)
- Maintain accurate and up-to-date donor records, including contact information and giving history
- Support internal reporting and assist with monthly and year-end reconciliation processes in coordination with Development and Finance

Required Background:

- Two+ years of grant prospecting and writing experience.
- Prior event planning experience.
- Experience managing multiple projects and activities simultaneously.
- Proven track record in CRM management.

Required Skills:

- Working knowledge of fundraising principles, best practices and moves management.
- Excellent organizational and communication ability.
- Working knowledge of Microsoft Office Suite and related web-based technology.
- Excellent verbal and written communication skills.
- Well organized and detail oriented.
- Able to work independently and as part of a team.
- Able to work projects through to completion.
- Professional, responsible, self-motivated and disciplined.
- Ability to connect and build relationships with clients, volunteers and prospects.

Required Physical Capabilities:

- Able to lift 30 pounds.
- Ability to work a 40 hour a week schedule with no physical limitations in normal ranges of sitting, standing, walking, and talking.
- Must be able to operate a computer and telephone.
- Must be able to conduct and attend meetings at various locations.
- Must be able to make speeches to small groups.

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- Must be able to have flexible working hours, particularly at peak times around special events and educational sessions.

Salary: Based on experience. This is a full-time position with benefits. Please submit resume and job application to:

Theresa Lindsey, Director of Operations
Samaritan House, Inc., 2620 Southern Blvd., Virginia Beach, VA 23452
Phone: 757 631-0710, ext. 253
Email: theresal@samaritanhouseva.org

Samaritan House is committed to a policy of equal opportunity for all persons and does not discriminate based on race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, or veteran status in employment, services, and volunteer opportunities.