Development Operations Coordinator

Reports To:	Senior Development Manager	**Manages:**	N/A
Remote / In-Person:	4 days in office, 1 day remote	**Location**:	2118 E. Madison St, Baltimore, MD 21205
Exempt / Non-Exempt / Contract / Temporary:	Exempt	**Full Time / Part Time:**	Full Time
Compensation:	$48,000 - $52,000		
Benefits:	• PTO - 15 days/yr prorated • 13 paid holidays • Employer-funded health insurance • Retirement plan + 3% match • Employer funded STD, LTD, AD&D and life insurance • Employer funded employee assistance program • Monthly reimbursements for cell phone ($50) and wellness ($20)		

About Us: Ulman Foundation is a non-profit organization that changes lives by creating a community of support for young adults, and their loved ones, impacted by cancer. We offer support to adolescent and young adult patients, survivors and their loved ones through our patient navigation programs, our traditional and non-traditional support groups, and through Ulman House (“the House”), our no-cost home away from home for those traveling to Baltimore for treatment.

At Ulman, we believe the community of support that we create for our patients begins with creating a community of support among our team. We strive to maintain an environment where we can all bring our best, most authentic, and whole selves to work, where we feel seen, heard, respected and valued, and where we have the tools, resources and support we need to be successful in our work and in our lives. Cancer affects us all. The Ulman Foundation supports and recognizes each individual as a whole. No matter where you’re from, what you believe, who you love, or how you identify, you are welcomed, respected and supported within the Ulman Community.

About the Development Operations Coordinator: As the Development Operations Coordinator, you will play a critical role in ensuring that Ulman’s fundraising data and systems are accurate, efficient, and donor-centered. This position supports key development operations workflows, including gift processing, reconciliation, matching gifts, donor records, reporting, and development administration. The Development Operations Coordinator helps keep these processes moving by proactively monitoring activity, identifying issues or gaps, and following up on outstanding items. The role also supports donor engagement through stewardship communications and acknowledgments, while providing administrative support for moves management and other development activities.

At Ulman, we believe that strong systems create stronger impact. This role helps ensure that our development infrastructure reflects the same care, respect, and intentionality that we extend to every member of our community. In doing so, the Development Operations Coordinator works at the intersection of data, donor experience, and organizational coordination, partnering closely with Development, Marketing, and Operations to ensure alignment across systems, reporting, and donor touchpoints.

Key Responsibilities:

Development Data Collection & Reporting

- Record and maintain accurate donation payment data from multiple entry points (ACH, wire transfers, checks, cash, and online gifts) in Neon, Classy, and other applicable systems.
- Run and review donation detail reports for campaigns, events, and outreach to support stewardship and revenue tracking, while proactively identifying discrepancies or areas requiring attention and coordinating follow-up.
- Develop, maintain, and distribute recurring development reports and dashboards to support revenue tracking, campaign performance, donor stewardship, and team decision-making.

Donation Processing

- Process and reconcile donations across all channels, including online gifts, checks, ACH, wire transfers, donor-advised funds, stock gifts, and event contributions, coordinating deposits and financial system entry with the COO and ensuring accurate campaign alignment.
- Maintain organized records of donation checks and supporting documentation in Neon and the Google shared drive to support audit compliance.
- Process and monitor matching gift opportunities through corporate portals, record confirmations in Neon and Classy, and follow up on outstanding actions to ensure eligible gifts are received.

Donor Experience & Stewardship

- Manage donor acknowledgment processes, including printed acknowledgments and monitoring automated tax receipts and digital acknowledgments through Neon and Classy.
- Maintain accurate donor records, including demographic and engagement information, interactions, and next steps, to support moves management and donor stewardship.
- Support donor communications and follow-up as appropriate, communicating professionally and comfortably with donors, community members, and other external contacts.

Systems Optimization

- Serve as the primary administrator for NeonCRM and associated fundraising and event platforms, maintaining overall data integrity through routine audits, duplicate management, coding consistency, and constituent updates.
- Build and maintain online fundraising campaigns and donation pages aligned with Ulman's brand and fundraising strategy.
- Identify and recommend improvements to systems, workflows, and staff processes to increase efficiency and effectiveness.
- Troubleshoot system and process issues, research solutions, and seek support when needed.

Development Collaboration & Organizational Support

- Participate in Development team meetings and planning sessions, contributing to coordination, documentation, and follow-through on key priorities.
- Contribute to fundraising campaigns, events, and donor engagement activities with a focus on accurate data coordination and execution.
- Collaborate across teams to ensure alignment in donor outreach, communications, stewardship, and operational workflows.
- Engage in external events and relationship-building opportunities to strengthen connections with partners, donors, and community members.

Other activities as assigned

Tentative Start Date: January 4, 2027

Skills & Qualifications:

Required Qualifications

- Bachelor's degree or equivalent combination of education and experience.
- 1–2 years of relevant experience in data entry, recordkeeping, and basic reporting in an operational or administrative setting.
- Strong problem-solving skills and the ability to identify issues, determine appropriate next steps, and follow through to resolution.
- Strong attention to detail with consistent accuracy across workflows.
- Ability to manage shifting priorities and deadlines in a fast-paced environment.
- Strong organizational and time management skills supporting daily operational workflows.
- Excellent written and verbal communication skills for internal coordination and external donor-facing communications.
- Ability to work independently while also collaborating effectively as part of a team.
- Commitment to Ulman Foundation's mission and values.

Preferred Qualifications

- Background in nonprofit development, fundraising operations, or donor services with exposure to administrative support functions.
- Experience working with CRM systems, fundraising databases (e.g., NeonCRM, Classy), or similar data management platforms.
- Exposure to donation processing workflows including ACH, checks, wire transfers, stock gifts, or donor-advised funds.
- Experience supporting fundraising campaigns, events, or donor engagement initiatives.
- Familiarity with fundraising and event platforms such as OneCause, Grassrootz, or similar tools.
- Understanding of donor stewardship workflows, including acknowledgments and tax receipt processing.

About You: If you are a detail-oriented, solutions-driven individual with at least 1–2 years of experience working in data systems and a strong ability to solve problems in fast-paced environments, the Development Operations Coordinator role may be a great fit for you. We are seeking someone who is highly organized, comfortable working within CRM or fundraising databases, and able to maintain accuracy across multiple streams of information while managing competing priorities. You are curious, resourceful, and take initiative to identify what needs attention and follow through, while also being comfortable engaging in conversations with colleagues, donors, partners, and community members. A college degree or equivalent experience, along with a genuine passion for Ulman Foundation's mission, are required for consideration.

To Apply: If you would like to apply for this role, please submit a cover letter and resume to careers@ulmanfoundation.org with "Development Operations Coordinator" as the subject line.