



NOW HIRING

Development Operations Manager

Part-time, ~32 hrs/week (designed to grow toward full-time) • \$26–\$29/hour, DOE • Ocala, FL

ABOUT THE ROLE

The Ocala Symphony Orchestra is hiring a **Development Operations Manager** — the data and process hub of our development department, and a new position at the center of a newly restructured team. You will own gift processing, donor acknowledgments, database quality, and the reports that guide our entire development operation, including supporting our Managing Director with board reporting and the tracking for special campaigns.

This is the job for someone who genuinely enjoys owning a database, running a dependable weekly rhythm, and being the person everyone trusts for the real number. Every gift entered accurately, every donor thanked promptly, every report delivered on schedule — if that sentence sounds satisfying rather than tedious, keep reading.

WHAT YOU'LL DO

- Enter and code all gifts and pledges in PatronManager, our CRM (checks, online gifts, EFT, stock, donor-advised funds, matching gifts, tributes)
- Produce donor acknowledgment letters within five business days, with correct IRS tax language
- Build and deliver the department's reporting package: a weekly gifts flash report, monthly performance vs. budget, renewal and lapse reports, pledge status, and board-meeting dashboards
- Reconcile monthly with our Managing Director and Finance Manager (PatronManager to QuickBooks)
- Keep the donor database clean: duplicates merged, addresses current, codes accurate
- Maintain the grants calendar and pull data for grant applications and reports
- Write and maintain the department's procedures manual — documenting each process as you learn it
- Other development operations and CRM reports as assigned

YOUR FIRST 90 DAYS ARE MAPPED OUT

Month 1 is dedicated entirely to learning PatronManager and completing PatronManager certification (paid, on the clock). Month 2, you take over gift entry and acknowledgments and migrate our campaign pledge tracking into the database. Month 3, the full reporting package is live. You will know exactly what success looks like from day one.

WHO WE'RE LOOKING FOR

- Hands-on experience with a CRM, donor database, or similar record system — PatronManager is built on Salesforce, so Salesforce experience from any industry transfers directly; Tessitura or Raiser's Edge backgrounds are a strong plus

- Strong spreadsheet skills (Excel or Google Sheets): sorting, filtering, formulas, pivot tables
- Meticulous accuracy — you're the kind of person who finds the error in the report
- Reliability with deadlines and recurring schedules; much of this job runs on a weekly and monthly rhythm
- Discretion with confidential donor and financial information
- A documentation instinct: you'd rather write the how-to guide than watch a process live in someone's head

You do not need a fundraising background. Bookkeepers, AP/AR clerks, membership or database administrators, registrars, ticketing operations staff, and operations professionals from banking or insurance often have exactly the habits this job needs. Career-changers and semi-retired professionals looking for meaningful ~32-hour work are warmly encouraged to apply. Nonprofit or performing arts experience is a plus, not a requirement.

ABOUT US

Ocala Symphony Orchestra, Inc. is a 501(c)(3) that operates the Ocala Symphony Orchestra, the Reilly Arts Center, the Marion Theatre, and the Community Music Conservatory — an organization at the heart of Ocala's cultural life. This position reports to the Managing Director and works alongside a four-person development team.

WHAT WE OFFER

- A mission-driven organization with a genuine commitment to the arts and the community
- Flexibility during non-event periods — remote administrative work and adaptable weekday scheduling
- A collaborative senior team that values hospitality as a core organizational value
- Generous and flexible Paid Time Off
- SIMPLE IRA with 3% company match
- Short Term Disability Insurance
- Direct Primary Care

HOW TO APPLY

Email a resume and cover letter to apply@ocalasymphony.com with the subject line "Development Operations Manager." In your cover letter, tell us about a database, record system, or process you personally kept accurate — and how you knew when it wasn't. Applications are reviewed as received; the position is open until filled. Finalists may be asked to complete a short, practical skills exercise.

Ocala Symphony Orchestra, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. This posting reflects the current assignment of essential functions and is not meant to be all-inclusive.