

POSITION DESCRIPTION

Development Manager

POSITION TITLE

Development Manager

REPORTS TO

Chief Operating Officer (COO)

STATUS

Full-time, exempt

About CaringMatters

Since 1989, CaringMatters, located in Gaithersburg, MD, has been a nonprofit organization that provides compassionate support services for people of all ages who are facing serious illness, end-of-life, caregiving, loss, and grief. Through companionship, social, emotional, and practical support, CaringMatters helps people find comfort and connection during life's most challenging moments. Our team is committed to creating a culture of compassion, respect, collaboration, and excellence in service to the individuals and families we support.

Position Summary

The Development Manager supports the growth and sustainability of CaringMatters by managing essential development systems, donor data, stewardship activities, fundraising events, and development support functions. This position plays a critical role in maintaining accurate donor records, ensuring effective gift processing and reporting, supporting fundraising initiatives, and helping strengthen relationships with donors and community partners.

This position will be especially important as CaringMatters implements and creates new processes around Bloomerang, its new donor database. The Development Manager will help ensure donor information is accurate, complete, consistent, and useful for fundraising, stewardship, reporting, and organizational planning.

The Development Manager requires exceptional organizational skills, strong attention to detail, and the ability to manage multiple priorities while maintaining accurate and confidential donor information. This is a development operations-focused role, with opportunities to support donor stewardship, fundraising communications, events, and grant-related work as the position grows.

This position works collaboratively with the Chief Operating Officer, Chief Communications Officer, CEO, staff, board members, and volunteers to advance CaringMatters' fundraising goals and mission.

Essential Responsibilities

Development Systems & Database Management *(Primary Responsibility)*

- Serve as the primary manager of CaringMatters' donor database, Bloomerang, ensuring accurate, timely, and consistent data entry, maintenance, reporting, and ongoing database cleanup.
- Maintain comprehensive donor records, including gifts, pledges, sponsorships, communications, engagement history, and stewardship notes.
- Process donations and pledges and oversee timely acknowledgment of contributions.
- Support the implementation and ongoing improvement of Bloomerang, including data entry standards, reporting practices, procedures, and best practices.
- Develop and maintain reports to support fundraising activities, donor stewardship, sponsorship tracking, appeals, events, and organizational planning.

- Regularly review donor data for accuracy, completeness, duplicates, inconsistencies, and missing information.
- Ensure data integrity, confidentiality, and effective database practices.
- Support database improvements, procedures, and best practices to strengthen development operations.

Donor Stewardship & Development Support

- Support donor engagement and stewardship efforts through timely communications, acknowledgments, recognition, and follow-up.
- Assist with Annual Sponsorships, the Pam Hard Legacy Circle, appeals, and other fundraising initiatives.
- Help build and maintain positive relationships with donors, volunteers, sponsors, and community partners.
- Prepare donor correspondence, acknowledgment letters, pledge reminders, sponsorship follow-ups, and development materials.
- Help ensure donor communications and stewardship activities are tracked accurately in Bloomerang.

Fundraising Events & Communications Support

- Collaborate closely with the Chief Communications Officer on fundraising events, campaigns, and related communications.
- Support CaringMatters' signature fundraising events, including Raise Your Glass, the Annual Golf Tournament, and the Gala.
- Support event logistics, sponsorship tracking, donor and guest lists, registration information, donor recognition, and post-event stewardship.
- Track event sponsorships, pledges, payments, in-kind gifts, and related follow-up accurately in Bloomerang.
- Ensure event and campaign information is entered, tracked, reconciled, and available for reporting and stewardship.

General Development Support

- Assist with grant tracking, reporting, stewardship activities, and supporting documentation as needed.
- Support development calendars, project coordination, fundraising timelines, appeal schedules, grant deadlines, and task lists.
- Assist the COO with donor communications, appeals, newsletters, and other development materials.
- Provide administrative support for development initiatives and special projects.
- Work collaboratively across departments to advance organizational goals.

Qualifications

- Bachelor's degree
- 3+ years experience working in nonprofit development, fundraising, donor relations, database management, or a related administrative role.
- Strong proficiency with Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).
- Experience with donor management software required; experience with Bloomerang preferred.
- Exceptional organizational skills and attention to detail.
- Strong written and verbal communication skills.
- Ability to prioritize multiple tasks, meet deadlines, and work independently.
- Ability to maintain confidentiality and handle sensitive information with professionalism.
- Commitment to the mission and values of CaringMatters.

Salary and Benefits

- Annual salary of \$60,000–\$70,000 depending on experience.
- Health insurance
- Retirement plan with agency match
- Long-term disability insurance
- Professional development opportunities

- Warm, flexible, and empowering work environment
- Hybrid work arrangement (minimum 60% in-office)

To Apply

To apply, please send cover letter that includes your salary requirement and resume to caring@caringmatters.org and put Development Manager - your name in the subject line. No phone calls, please.