



## **Development Operations Manager**

<b>Classification:</b>	<i>Full-Time, Exempt</i>
<b>Department:</b>	<i>Business Development</i>
<b>Work Modality:</b>	<i>In-person, onsite</i>
<b>Reports to:</b>	<i>Chief Business Development Officer (CBDO)</i>
<b>Travel Requirement:</b>	<i>Occasional travel may be required for training or business purposes.</i>
<b>Division of time:</b>	<i>Estimated 25% of time spent on strategy; 75% on implementation.</i>

### **Position Summary:**

*The Development Operations Manager owns the operational infrastructure that enables business development, grants, and partnership growth at the Kansas Leadership Center. This role ensures the systems, processes, and data that support contributed and earned revenue are efficient, coordinated, and aligned across the organization.*

*Working closely with the Business Development team and cross-functional partners, the Development Operations Manager translates strategy into operational execution by managing the opportunity pipeline, coordinating proposal development and grant processes, maintaining CRM and analytics systems, and supporting the successful launch and completion of funded initiatives.*

*This role is ideal for a mission-driven professional who combines strong operational discipline, analytical thinking, and project management to help scale impact and strengthen organizational effectiveness.*

### **Key Responsibilities:**

#### **Business Development Operations**

- Own and optimize operational workflows that support business development activities including prospecting, opportunity qualification, proposal development, contracting, and renewal.
- Manage the organization's Opportunity Funnel process to ensure visibility, coordination, and consistent execution across teams.
- Support preparation and coordination of proposals, presentations, and scopes of work in collaboration with internal partners.
- Standardize templates, documentation, and knowledge resources to strengthen consistency and quality across business development efforts.

#### **Pipeline Management & Performance Insights**

- Maintain accurate tracking of opportunities, pipeline activity, and revenue forecasting within the CRM and related systems.
- Develop dashboards and reports that provide insight into pipeline health, opportunity conversion, and revenue performance.
- Support quarterly opportunity review processes and provide operational insights that inform leadership decision-making.

### Grant Coordination & Compliance

- Coordinate the development and submission of grant proposals and ensure alignment with funder requirements and organizational priorities.
- Track grant deliverables, reporting deadlines, and compliance requirements in collaboration with program and finance teams.
- Support stewardship practices by helping ensure timely reporting, impact communication, and funder engagement.

### Cross-Functional Coordination

- Partner with program, finance, communications, and curriculum teams to ensure alignment between business development activities and program delivery.
- Facilitate smooth handoffs from business development to project implementation once opportunities are secured.
- Support internal readiness for major partnership opportunities, grants, or multi-year initiatives.

### Systems & Tools

- Serve as the Business Development team's CRM administrator and internal resource for system use and data quality.
- Recommend and implement tools that improve operational efficiency and reporting capabilities.
- Train team members on CRM processes, reporting tools, and workflow best practices.

### **Qualifications:**

#### Education & Experience

- Bachelor's degree in Business, Marketing, Operations, or a related field (Master's preferred) and/or equivalent years' work experience
- 5+ years of experience in business development operations, sales operations, strategic operations, or a related role.
- Experience supporting BD or sales teams in a fast-paced, multi-stakeholder environment.
- CRM proficiency required; Zoho, Salesforce, HubSpot, or Microsoft Dynamics experience strongly preferred.

#### Skills & Competencies

- Strong analytical and data visualization skills; ability to transform data into insights.
- Exceptional organizational and project management skills.
- Excellent written and verbal communication.
- Ability to manage multiple priorities and deadlines with attention to detail.
- Collaborative mindset with strong experience working across departments.
- Proactive problem-solver with a continuous improvement orientation.
- Outstanding customer service and problem-solving skills.
- Ability to discern when to work independently and when to work through a team.
- Highly proficient in Microsoft Office applications, database management and internet applications.

#### Core Competencies

- Strategic Thinking
- Operational Excellence
- Relationship Management
- Communication & Influence
- Adaptability & Agility
- Results Orientation

#### Work Environment & Physical Requirements

- Typical office environment with extended periods of computer use.
- Occasional travel may be required depending on business needs.

*Updated: March 10, 2026*