Development & Donor Systems Manager
Nido & Mariana Qubein Children's Museum | High Point, North Carolina
This is a full-time, salaried, on-site position based at the museum in High Point, North Carolina.
Position reports to the Executive Director

About the Museum
In its first four years of operations, the Nido & Mariana Qubein Children's Museum has welcomed more than 690,000 guests from all 100 North Carolina counties. The museum has become an important part of family life throughout the region, offering engaging exhibits, educational programs, field trips, camps and hands-on learning experiences for children and families.
As a young and growing organization, we are focused on strengthening the fundraising operations that will support our mission for generations to come. Our collaborative, mission-driven team is committed to creating exceptional experiences for the children and families we serve.

Position Overview
The Nido & Mariana Qubein Children's Museum seeks a highly organized, detail-oriented and motivated Development & Donor Systems Manager to build and manage the infrastructure behind the museum's fundraising efforts.
This hands-on position is ideal for someone who enjoys creating systems, working with data, improving processes and taking ownership of projects from beginning to end. The Development & Donor Systems Manager will learn and become proficient in the museum's Altru database, establish fundraising procedures, track gifts and pledges, develop giving and sponsorship opportunities and ensure accurate records and timely follow-through.
The position will also work closely with the Executive Director to support donor stewardship, fundraising communications and relationship-building efforts with donors, sponsors and community partners.

What Makes This Opportunity Special is that it is an opportunity to help shape the fundraising operations of a growing children's museum. The successful candidate will have the chance to build systems, establish best practices and create the structure that supports lasting philanthropic relationships and the museum's continued growth.
We are looking for someone who enjoys solving problems, improving how things work and seeing the results of their efforts.

Key Responsibilities

Development Systems & Altru Database Management

- Learn and become proficient in Altru, the museum's primary development database.
- Establish and maintain effective fundraising procedures and workflows.
- Develop systems for tracking donor cultivation, solicitations, stewardship and follow-up.
- Maintain accurate donor, prospect, gift, sponsorship and engagement records.
- Use membership and donor data to identify potential philanthropic prospects.
- Create useful development reports, dashboards and tracking tools.
- Evaluate and improve systems to strengthen accuracy and efficiency.

Giving Opportunities & Fundraising Infrastructure

- Develop and maintain a comprehensive menu of giving and sponsorship opportunities for individuals, businesses and foundations.
- Organize opportunities around exhibits, educational programs, field trips, access initiatives and other museum priorities.
- Track sponsorship availability, commitments, benefits and fulfillment.

Gifts, Pledges & Financial Tracking

- Record and track gifts, pledges, sponsorships, restricted contributions and in-kind donations.
- Prepare pledge invoices, monitor payment schedules and coordinate follow-up.
- Work with the Finance Manager to reconcile development and financial records.
- Manage gift acknowledgments, receipts and donor documentation.
- Maintain organized records of donor agreements, correspondence and payment histories.

Donor Relations & Stewardship

- Support the Executive Director and museum leadership in cultivating and maintaining donor and sponsor relationships.
- Coordinate donor communications, recognition and stewardship activities.
- Prepare donor correspondence, meeting materials, proposals and impact updates.
- Track donor meetings, conversations, commitments and next steps.
- Represent the museum professionally in interactions with donors and community partners.

Grants, Reporting & Development Support

- Maintain calendars for grant applications, reports, pledge payments and development deadlines.
- Assist with grant applications, reporting and supporting documentation.
- Prepare regular reports on fundraising activity, payments and donor engagement.
- Coordinate with other departments to gather information demonstrating the museum's community impact.
- Assist with fundraising events and donor activities as needed.

Qualifications

- Bachelor's degree preferred.
- Five or more years of relevant experience in development operations, nonprofit administration, database management, fundraising or a related field preferred.
- Demonstrated experience developing systems, improving procedures and managing detailed information.
- Strong database management skills and proficiency with CRM systems, spreadsheets and reporting tools. Experience with Altru is a plus but not required.
- Exceptional organizational skills, accuracy and attention to detail.
- Comfort working with gifts, pledges, invoices and financial information.
- Excellent written communication and interpersonal skills, including the ability to interact professionally with donors and community leaders.
- Ability to work independently, take initiative, manage multiple priorities and follow projects through to completion.
- Sound judgment and discretion when handling confidential information.
- A collaborative attitude and enthusiasm for the museum's mission.

Benefits & How to Apply

Full-time employees are eligible for health care, paid time off and 401(k) plan.
A thorough background check will be conducted prior to employment.
Please submit a resume and cover letter to Megan Ward at mward@QubeinChildrensMuseum.org.