

Development Operations Specialist

Status: (32 hours/week), Non-Exempt

Location: Seattle, WA (Hybrid: 3 days in office and 1 day remote work; downtown office with some optional international travel)

Reports to: Director of Individual Giving

Direct Reports: None

Hourly Rate: \$32-36/hour

Process: Applications will be evaluated on a rolling basis, with priority review given to materials submitted prior to October 5, 2026. The interview process includes one to two initial virtual conversations via Zoom with key team members, followed by a final on-site interview at our Seattle office.

Benefits:

- Employer-supported health benefits, currently provided through reimbursement toward individual health insurance coverage.
- SIMPLE IRA retirement plan with employer match up to 3% of compensation.
- Generous paid time off and paid holidays.
- Hybrid work schedule with flexibility for in-office and remote work.
- Convenient downtown Seattle location with easy access to public transportation.
- Access to on-site amenities, including a gym, showers, and shared recreation space.

About Water1st

Water1st International is a Seattle-based nonprofit working to ensure families have reliable access to safe water and sanitation at home.

Around the world, millions of women and girls spend hours each day collecting water for their households. Water1st works alongside local partner organizations and communities to bring water and sanitation directly to homes, reducing this burden and supporting health, education, dignity, and economic opportunity.

Our work centers long-term sustainability and local leadership:

- We support infrastructure designed to function reliably for decades.
- We measure success by ongoing service and system reliability, not just installation.
- We prioritize equitable participation so all households can benefit.
- We work through long-term partnerships with local organizations that lead implementation and stewardship.

Water1st's role is to support and invest in these partnerships while ensuring accountability, transparency, and long-term impact.

Position Summary

Water1st seeks an organized and data-driven Development Operations Specialist to streamline our fundraising infrastructure and day-to-day nonprofit operations, supporting our growing community of supporters committed to equitable access to water and sanitation.

For more than two decades, Water1st has cultivated a network of donors who support the organization because they value long-term impact, transparency, and community-led solutions. Many supporters have remained engaged for years through relationships built on trust, shared values, and a commitment to global equity.

The Development Operations Specialist will collaborate primarily with the Director of Individual Giving to steward these relationships so that supporters feel appreciated for their investment and connected to our impact making 24/7 reliable water possible for communities worldwide.

As the operational backbone of our development team, the person in this role will ensure our data is accurate, our donor communications are timely, and our project tracking systems run smoothly. This role is well suited for someone who thrives on detail-oriented database management, clear communication, and keeping projects on track.

Essential Duties and Responsibilities

Donor Relations & Acknowledgments

- Donation Entry: Track and enter donations from a variety of funding sources in Water 1st International's CRM (Givebutter)
- Process Acknowledgments: Generate and send acknowledgment letters (via print and email) for all contributions in a timely manner.
- Inquiry Management: Serve as the primary point of contact for donor inquiries and assist donors and peer-to-peer fundraisers with navigating online giving platforms.

Database & Systems Management

- Transaction Recording: Log, save, and reconcile financial transactions across all systems monthly.
- Data Entry & Clean-up: Maintain accurate, up-to-date donor, company, and contact records with ongoing entry, deduplication, and bulk uploads for tags and activities.
- Platform Administration: Administer and maintain fundraising platforms, updating documentation and user guides as needed.

Operations Support

- Incoming Correspondence: Monitor and process incoming mail, email, and voicemail to general inboxes.
- Tracking & Reporting: Maintain systems for tracking funder proposals and report deadlines.

- Event Support: Oversee ticketing, attendee tracking, and donation entry for major events within the fundraising platform.

Education & Experience

We recognize that people gain relevant skills through many pathways. Candidates are encouraged to apply even if their experience does not align perfectly with every qualification listed.

- 2+ years of experience in nonprofit operations, donor database management, or development support.
- Experience managing a CRM/donor database (experience with Givebutter and Mailchimp is a plus)
- Willingness to learn and leverage project management software to track operational tasks, timelines, and team deliverables.
- Familiarity with international development, public health, infrastructure, or global equity initiatives is a plus but not required.

Position Qualifications

- Alignment with Water1st's values of equity, partnership, transparency, and long-term impact.
- Cultural humility and comfort working in a global, mission-driven organization.
- Commitment to data integrity and high attention to detail with experience performing data entry, bulk CSV/Excel uploads, and record cleanup.
- Ability to manage multiple operational workflows simultaneously (e.g., event support, weekly acknowledgments, system updates) while meeting deadlines.
- Capability to document processes (e.g., creating "How-To" guides) and adopt new systems efficiently to improve operational workflows
- Strong interpersonal skills to handle donor inquiries with professionalism, warmth, and discretion.

Physical Requirements

This role involves extended periods of computer-based work. Responsibilities may include supporting donor events, occasionally transporting event materials (up to approximately 20 pounds), and participating in domestic and international travel opportunities that help donors learn about Water1st's work.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this role.

Working Conditions

This position is primarily based in an office or remote work environment in the Seattle area, with occasional off-site meetings, events, and donor engagement activities.

Equal Opportunity

Water1st is committed to building a diverse and inclusive team. We encourage candidates from historically underrepresented backgrounds to apply, including people of color, women, LGBTQ+ individuals, people with disabilities, and people with lived experience connected to the communities our work serves.