

Operations Manager

POSITION TYPE: Full-time

LOCATION: Remote in/near Santo Domingo, Dominican Republic, with regular in-person meetings in Santo Domingo. Occasional travel to San Juan de la Maguana province.

START DATE: October 15, 2025

SALARY: RD\$90,000 (~US\$1,500)/month gross, paid in a fixed amount in Dominican pesos

The Operations Manager works under the direct supervision of the Executive Director and supports all aspects of the administration, financial, and operational management of the organization.

Essential Requirements

- An associate's or Bachelor's degree in accounting, business administration, or related field preferred
- Proficiency in Google Suite and Microsoft Office required
- Proficiency in Salesforce or similar CRM software strongly preferred
- Proficiency in other software (e.g., QuickBooks, Donorbox, Wordpress) a plus, or a strong willingness to learn
- Strong organizational and time management skills
- Excellent communication and interpersonal skills
- Must be highly motivated, deadline-oriented, and able to handle multiple priorities
- Self-starter and ability to work independently as well as in a multi-cultural team environment
- Fluency in Spanish and English is required, with a high level of experience communicating in English and Spanish, including translation, emails and other written communications, and conference calls
- Ability to drive manual vehicles a plus

Job Responsibilities

Operations

- Collaborates with ED on annual budget creation; attends Board meetings as needed to present on financials
- Responsible for monthly forecasting and tracking of all incoming revenue as it pertains to the organization's activity and fundraising schedule
- Logs and consolidates incoming funding from DonorBox, website, Benevity;
- Supports with corporate matching documentation and promotes use among adult supporters
- Works with Volunteer Director and bookkeeper to ensure all payments are invoiced and received in a timely manner
- Ensures financial compliance alongside bookkeeper with restricted and nonrestricted funds
- Support the Executive Director with calendar management, scheduling internal meetings, Board meetings, and team events
- Oversees rollout and management of any Salesforce updates or consulting projects
- Responsible for donor data management in Salesforce
- Flags incoming gifts/donations appropriately for bookkeeper, supports the relational side of what the bookkeeper clocks as incoming
- Pulls segmentation reports for comms campaigns at ED request
- Manages the grant deliverable calendar and document gathering
- Guarantees all donor acknowledgements for incoming/received gifts (sends thank yous, receipts) — including annual Thankathon, quarterly appeal, etc.
- Manages all incoming funder/donor requests — give@ inbox — routes them to ED for further cultivation
- Assist with outreach during fundraising campaigns and with cultivating new donors
- Supports developing social media content for all platforms

- Other duties as assigned by the Executive Director
 - Participate in team staff meetings, retreats and trainings, including travel to San Juan de la Maguana as needed
 - Provide volunteer support as necessary in Santo Domingo, and occasionally San Juan de la Maguana
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Compensation and Benefits

- Annual salary of RD\$90,000 (~US\$1,500)/month gross, paid in Dominican pesos.
- Bridges will provide a company laptop.
- Bridges and will pay for work-related transportation to San Juan de la Maguana when necessary. Approved transportation is public transit (Caribe Tours, Tengerengue) from SD to SJ unless otherwise pre-approved by the ED.