

SPECIAL OLYMPICS WASHINGTON

Business Manager, Enhanced Raffle & Operations

Salary: \$110,000 – \$135,000 · Full-time, Exempt · Seattle, WA · Hybrid

ABOUT SPECIAL OLYMPICS WASHINGTON

Special Olympics Washington (SOWA) provides year-round sports training, competition, health, leadership, and inclusion opportunities for individuals with intellectual and developmental disabilities across the state. Through the power of sport, we create communities where everyone is included, respected, and empowered to reach their full potential.

POSITION SUMMARY

SOWA is hiring a Business Manager, Enhanced Raffle & Operations to strengthen the organization’s operational infrastructure and serve as the internal business manager for our flagship Dream House Raffle — a program that has generated mission-critical revenue for more than a decade.

This role owns the development and implementation of SOWA’s enhanced raffle operating plans, monitors revenue and expense performance, coordinates vendors and the external marketing firm, and ensures compliance with Washington State Gambling Commission (WSGC) requirements throughout each raffle cycle.

Beyond the raffle, this role leads core business operations systems that help SOWA operate with greater consistency and accountability — including vendor and contract coordination, compliance calendars, SOPs, risk tracking, insurance documentation, and cross-functional project follow-through.

This is an ideal opportunity for someone who moves comfortably between strategy and execution: writing strong operating plans, managing vendors, monitoring revenue performance, coordinating internal teams, and ensuring disciplined follow-through in regulated, high-visibility work.

KEY RESPONSIBILITIES

Dream House Raffle — Management & Revenue Performance

- Own the development, implementation, and ongoing management of SOWA’s enhanced raffle operating plans, including ticket sales strategy, prize structure, revenue and expense targets, vendor model, marketing coordination, internal controls, and compliance documentation.
- Monitor raffle performance against approved revenue targets, ticket sales goals, expense budgets, and net proceeds expectations — and recommend timely course corrections.
- Partner with Finance, Development & Marketing, and the external marketing firm to evaluate campaign performance, ROI, expense pacing, and revenue risks.
- Ensure vendors support SOWA’s revenue goals, operating plan, and budget requirements, while SOWA retains internal ownership of raffle strategy and results.

- Serve as the primary internal operational contact for WSGC coordination, filings, and compliance follow-through.
- Maintain clear separation of duties across Marketing & Communications, Operations, and Finance & Compliance.
- Prepare raffle updates for leadership, Finance Committee, Executive Committee, and Board review.

Raffle Operations, Ticket Lifecycle & Drawing Execution

- Lead and document the full ticket lifecycle: production, numbering, inventory, fulfillment, mail order, customer support, and drawing execution.
- Maintain controls for ticket inventory, numbering, fulfillment, unsold tickets, purchaser records, and system access.
- Coordinate prize logistics, winner notification, verification, claim materials, tax documentation, and prize release procedures.
- Lead drawing-day planning and documentation, including drawing procedures, witness records, and post-drawing closeout.
- Maintain complete raffle files supporting audit preparation, WSGC reporting, and record retention requirements.

Vendor, Contract & External Marketing Firm Coordination

- Lead identification, evaluation, and onboarding of raffle vendors: call center, printer, mail house, fulfillment, prize vendors, data/list vendors, and other partners.
- Direct day-to-day coordination with the external raffle marketing firm, ensuring alignment with the approved plan, SOWA brand standards, budget, timeline, and revenue goals.
- Develop vendor scopes of work, deliverables, timelines, performance expectations, and compliance requirements.
- Maintain a centralized inventory of key vendor contracts, renewal dates, scopes, payment terms, and insurance requirements.

Finance & Compliance Coordination

- Coordinate with Finance to ensure raffle revenue, deposits, vendor payments, prize accounting, and net proceeds reporting are supported by complete operational documentation.
- Provide ticket sales reports, expense documentation, and variance explanations to Finance in a timely manner.
- Facilitate internal controls that preserve separation of duties across operations, finance, marketing, vendors, and leadership.

Business Operations Systems

- Maintain SOWA's annual operating calendar, including compliance deadlines, contract renewals, insurance renewals, board approvals, and raffle milestones.
- Lead a centralized system for organizational policies, SOPs, approval workflows, and implementation tools.
- Maintain a centralized compliance calendar for licenses, permits, filings, renewals, and key obligations.
- Identify process gaps and recommend practical improvements that reduce risk and strengthen accountability.

- Develop tools, dashboards, and reporting systems that improve visibility and decision-making across departments.

Risk, Insurance & Facilities Documentation

- Maintain an organizational risk register covering operational, financial, compliance, legal, reputational, and event-related risks.
- Support the annual insurance renewal process by coordinating organizational documentation, applications, and exposure data.
- Support development of standard incident reporting and escalation procedures.
- Maintain documentation related to SOWA's primary facilities, hubs, storage locations, and key facility agreements.

Cross-Functional Project Management

- Coordinate timelines, roles, deliverables, and follow-up across departments on operational priorities.
- Translate strategic decisions into practical implementation plans.
- Maintain action trackers, decision logs, dashboards, and reporting tools.
- Identify barriers, clarify ownership, and escalate issues when decisions or resources are needed.

QUALIFICATIONS

Required

- Bachelor's degree in business administration, nonprofit management, operations, finance, public administration, project management, or a related field; equivalent experience may be considered.
- 7+ years of progressively responsible experience in business operations, nonprofit operations, compliance, regulated fundraising, project management, vendor management, or a related field.
- Experience developing and implementing operational plans, business plans, campaign plans, or compliance plans.
- Demonstrated experience managing revenue-generating initiatives against approved revenue, expense, and net income targets.
- Experience managing complex projects involving multiple stakeholders, vendors, timelines, budgets, and compliance requirements.
- Experience identifying, evaluating, onboarding, and managing external vendors, consultants, or agencies.
- Strong written and verbal communication skills, including the ability to present complex information clearly to senior leadership, board committees, and regulators.
- Strong attention to detail, documentation discipline, and ability to maintain accurate records.
- Commitment to the mission and inclusive culture of Special Olympics Washington.

Preferred

- Experience with charitable gaming, enhanced raffles, raffle operations, or regulated fundraising campaigns.
- Experience working with the Washington State Gambling Commission or another regulatory body.
- Experience selecting and managing external marketing agencies, direct mail vendors, call centers, or fulfillment vendors.

- Experience developing SOPs, compliance calendars, risk registers, internal control frameworks, or audit-ready documentation systems.
- Experience supporting insurance renewals, incident escalation, facilities documentation, audits, or board reporting.
- Familiarity with donor databases, CRM systems, ticketing systems, raffle administration systems, or fulfillment workflows.

COMPENSATION & BENEFITS

- Salary: \$110,000 – \$135,000 annually, commensurate with experience and qualifications
- Health insurance and 403(b) retirement plan
- Generous paid time off
- Hybrid work flexibility
- Professional development opportunities

How to Apply

Submit your resume and cover letter to sowa@sowa.org. Applications are reviewed on a rolling basis. No calls, please.

Special Olympics Washington is an Equal Opportunity Employer committed to building an inclusive workplace that reflects the diversity of the athletes, families, volunteers, and communities we serve.