



Position: Donor Relations Manager

Reports to: Senior Director of Development

Position Description:

The Donor Relations Manager is a highly detail-oriented individual who has a passion for Hope Builders' mission and who will help the agency advance its strategic priorities by providing oversight of the donor database, Raiser's Edge, and prospect management for the Advancement Team. Responsibilities include all gift entry and donor acknowledgements, using the donor database (Raiser's Edge) daily to track donor information, analysis of pulled queries and reports, and reconciling with Finance to ensure proper accounting of all donations. It is a fast-paced position that requires a keen eye to detail, demonstrated success in problem solving and creative thinking, and an intermediate proficiency with excel and databases.

Scope of Work:

1) Gift Processing & Data Management

Percentage of Time: 35%

- Maintain the accuracy and integrity of the database, by ensuring that all donor information including gifts, pledges, pledge payments, notes and activities/actions is kept current and up to date
- Responsible for the tracking, receipt and timely acknowledgment of all contributions including coordination with senior leadership to ensure donors are thanked through letters, notes and phone calls
- Manage pledge reminders and collection
- Oversee clean-up tasks, data enhancement services, and quality control checks
- Prepare weekly and monthly deposit reports and cash flow reports for Finance and ensure gifts are recorded accurately
- Responsible for the production and segmentation of lists for donor appeals, newsletters, email blasts, event invitations, auction item solicitations, etc.
- Manage dashboards and provide regular reports and analysis of appeals. Work with team members to ensure reporting meets their needs and criteria and adapt as circumstances require.
- Serve as primary contact for database when team members require assistance, which includes troubleshooting database issues and providing ongoing trainings
- Oversee the development and implementation of policies, procedures, and automated processes to ensure the efficient flow of data, smooth integration between systems, and the confidentiality and security of constituent information.

2) Prospect Management

Percentage of Time: 40%

- Implement and manage a system to identify and qualify current/lapsed/new donors for personal visits, engagement opportunities and gift upgrades
- Manage and execute donor retention and acquisition strategies for monthly donors
- Work in partnership with senior leadership to ensure prospect portfolios are up to date and that prospects are contacted and followed-up in an appropriate and timely manner

- Conduct prospect research using wealth screening, RE, Relsci and other resources as requested and prepare report synthesizing information. Identify relationships between and among individuals and organizations to aid in planning development strategies and approaches
- Regularly assess and prepare reports on fundraising activity and outcomes to inform future strategies and progress towards goals
- Provide support to various committees and volunteers during fundraising campaigns

3) General Support

Percentage of Time: 25%

- Communicate and prioritize requests to ensure timely completion of all projects
- Oversee coordination and distribution of Amigo Letters
- Organize and oversee logistics and vendor relationships for donor cultivation and recognition events
- Manage RSVPs and ongoing correspondence for donor cultivation and recognition events
- Coordinate follow-up communications and execution of next steps with donor event attendees
- Prepare and assemble materials for bulk mailings
- Prepare for various meetings and volunteer activities including assembling materials and assisting with the set-up and breakdown of the meeting space
- Additional duties as assigned

Additional Requirements:

Minimum Education Requirements

- BA required
- Strong written and verbal communication skills; excellent analytical skills
- 1 – 2 years of experience
- Excellent organizational skills; Meticulous; Ability to self-start and multi-task; Must thrive on diverse assignments and deadlines
- Ability to maintain strict confidentiality and discretion in regards to sensitive donor and client information
- Excellent computer skills including: Raiser's Edge, Microsoft Word, Excel and Outlook. Ability to use the internet a must.
- Demonstrated success in using logic and problem solving to troubleshoot software complications

Physical Requirements

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

Mental Requirements

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

Essential Values-Based, Leadership and Management Competencies

- Understanding of and passion for the Hope Builders' mission and vision
- Exemplifies organizational core values of accountability, integrity and respect
- Demonstrates organizational operating principles of communication and teamwork
- Displays the organization's essential attitudes by approaching projects, activities and other job functions with flexibility and a positive attitude

Compensation & Work Hours

Salary range related to experience. Full medical, dental, and vision benefits. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with some weekend and evening work required.

To Apply

Please send your cover letter and resume to resumes3@tsjhopebuilders.org

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.