



Position Description

Position Title: Community Relations Manager (Development)
Department: Advancement
Reports To: Director of Advancement
FLSA Status: Exempt
Salary Grade: Commensurate with Experience
Date Revised: 10/4/2023

Duties and responsibilities

Do you enjoy building meaningful relationships that lead to lasting change? Are you excited about helping the local church join forces to *proclaim good news to the poor, freedom for the prisoners, recovery of sight for the blind, and set the oppressed free (Luke 4:18)*? Help the Springfield community connect their passions for local missions, addiction recovery, and opportunities for people leaving homelessness with boots-on-the-ground methods of support.

Victory Mission is seeking an up-and-coming fundraiser to join its tight-knit team. In this role, the Community Relations Manager is responsible for developing and implementing engagement and fundraising strategies to enhance and grow revenue and current and prospective donors. The Community Relations Manager also provides comprehensive administrative assistance to the Advancement department, with a focus on office and fundraising support, effective database management and reporting, event logistics and donor stewardship efforts. Paramount to this position is the ability to work with a high degree of independence, and juggle various projects at once, while maintaining a clear view of how each project supports the organization's mission.

Donor/Community Tours

- Correspond with donors and community members who are interested in scheduling a tour
- Conduct organizational tours, attend networking events, and meet with community members who are interested in partnering with Victory Mission
- Follow up with donors and send thank you letters following tours, meetings, or special events
- Collaborate with Advancement and Marketing Director to create a clear appeals to new donors to help them understand Victory's vision and impact
- Onboard new donors
- Connect with lapsed donors
- Attend networking and community events to meet current and prospective Victory partners.

Drives and Special Events

- Collaborate with Office Manager and Outreach Team to assess current drive needs. Update Victory's Amazon Wish List, and communicate with the Advancement Team when marketing appeals are needed to recruit specific in-kind donations.
- Research and maintain relationships with businesses/organizations that allow for volunteer opportunities or donations through employee give back programs
- Support event planning and management
 - Prayer and Coffee (annual)
 - Restoration Celebration (2-3 events per year)
- Assist in keeping event participants engaged and delighted
- Record event attendance and follow up with attendees
- Participate in evening and weekend events and activities as required

Campaigns

- Collaborate with Marketing Director to create, maintain, and execute a donor stewardship plan
- Reach out to community and mid-level donors to facilitate major gifts.
- Perform prospect research, craft and send appropriate communications and appeals to potential donors, lapsed donors, and organizational partners.
- Collaborate with Advancement Team to conduct donor appeals including phone calls, direct mail, email, and newsletters
- Correspond with annual fund donors, monthly giving donors and planned giving donors.
- Generate weekly donation reports and miscellaneous donor reports as necessary
- Correspond with donors via phone or email to thank them for their contributions

Administrative

- Support the Accounting Support Coordinator as needed to process donations and ensure donors receive a receipt and thank you letter in a timely manner.
- Collect credit card payments from donors who wish to give a gift via phone. Contact recurring donors with credit card failure to update payment information.
- Gather marketing materials for tours and special events as needed

Qualifications

- Relevant fundraising/special events experience and enthusiasm for development work.
- Strong understanding of fundraising best practices and fundraising database software systems.
- The ability to organize a workload efficiently and work independently with little supervision.
- Strong computer skills, reliable transportation and ability to work a flexible schedule.
- Excellent communication skills.
- Kind, patient, and a good team player.

Preferred

- At least 2 years of development experience
- Experience with fundraising database
- Experience with crafting regular newsletters and client stories
- Experience in managing up and managing an executive schedule
- Bachelor's degree in communications, business, or related field or equivalent combination of education and experience.

Physical Demands:

The physical demands described here are representative of those that must be met by an associate to perform the essential functions of this job. While performing the duties of this position, the associate is regularly required to operate a computer and communicate with donors, participants, guests, partners, vendors, and associates. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the workday. The associate may occasionally manually lift and/or move up to 20 pounds. Proper lifting techniques required. The associate may be required to assist in case of emergency situations with participants and associates related to CPR/First Aid procedures.

Personal Attributes and Values:

Have a personal relationship with the Lord Jesus Christ and a deep desire to serve Him

Be a consistent witness for Jesus Christ; Possess and demonstrates excellent integrity

Exhibits spiritual maturity as defined by evangelical biblical standards

Has a heart of compassion and caring toward the homeless and hurting, and is passionate about ministering life transformation in a multi-ethnic urban ministry setting

Demonstrates a courteous and Christ-like manner with internal and external partners

Our Mission and Conditions: Springfield Victory Mission is a 501(c)(3) non profit, evangelical Christian Ministry; as such employees must share the Mission's Statement of Faith, and adhere to the Mission's employee manual and guidelines set forth by the Executive Director.

I understand this position description describes the work to perform. Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this position at any time. I have read and received a copy of this job description.