



## Position Description

**Position Title:** Donor Relations Manager  
**Department:** Advancement  
**Reports To:** Director of Advancement  
**FLSA Status:** Exempt  
**Salary Grade:** Commensurate with Experience  
**Date Revised:** 12.6.2021

### Duties and responsibilities

The Donor Relations Manager is a full time position that reports directly to the Advancement Director. The Donor Relations Manager is responsible for developing and implementing engagement and fundraising strategies to enhance and grow revenue and current and prospective donors. The Donor 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 (acknowledgements, printed material inventory, prep materials for donor meetings). As necessary, the Donor Relations Manager will recruit and supervise volunteers to help with department 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*

- Responsible for corresponding with donors/community members who are interested in scheduling a tour with the Advancement Director
- Follow up with donors and send thank you letters following tours, meetings, or special events
- Work with Marketing Director to create a clear appeals to new donors to help them understand Victory's vision and impact, sharing a behind the scenes look at what God is doing here

#### *Fundraising Special Events*

- Assist in internal and external drive requests as needed by updating Victory's Amazon Wish List for current needs
- Create and maintain a system for tracking corporate sponsorships and regular in kind donors including follow ups/thank you's, and ensure they are getting recognized according to sponsorship levels
- Research and maintain businesses/corporations that allow for volunteer opportunities through employee give back programs or donations
- Support fundraising event planning and management.
- Coordinate the management of special events components including website, email, direct mailings and social media.
- Communicate with staff regarding special event inquiries to ensure they are accurately recorded in the fundraising database.
- Work closely with the Volunteer Coordinator and Advancement officers to identify and recruit volunteers to assist with special events.
- Identify opportunities to promote special events to the public.
- Submit event payments and deposits and track gifts for event sponsorships
- Maintain event timelines and checklists
- Coordinate with the Advancement team on special event RSVP tracking as needed
- Assist in keeping event participants engaged and delighted.
- Arrange catering for team meetings and schedule group meetings

- Participate in evening and weekend events and activities as required.
- Facilitate the implementation and communication with corporate sponsor cultivation and benefits and works closely with communications on corporate sponsor recognition in events.

### *Campaigns*

- Contribute to creating, maintaining, updating and executing the donor stewardship plan.
- Assist the Director of Advancement in creating strategic development plans and executing them.
- Reach out to general and mid-level donors to facilitate major gifts.
- Perform prospect research, craft and send appropriate communications and appeals to lapsed donors.
- Create content for outreach, including phone banks, newsletter, direct mailers, emails, appeals.
- Collaborate with Marketing Team to craft donor-centric social media posts and appeals.
- Responsible for carrying out cultivation and stewardship strategies developed to reach out to identified annual fund donors, monthly giving donors and planned giving donors.
- Pull weekly donor reports and ensure completion of the reports by the Advancement team while assisting the Advancement Director on donor data for campaign needs
- Conduct phone calls or emails to thank donors
- Contacting various businesses for possible donor opportunities

### *Administrative*

- Act as a fill in to process donations and ensure donors are thanked appropriately and in a timely manner.
- Complete calls from donors desiring to make credit card gifts while being responsible for follow-up contact with donors with credit card failure in order to update payment information.
- Help the Advancement Director with any filing needs, organization of marketing materials.
- Create marketing folders for donors or tours
- Work with Equip Coffee Manager on ordering coffee for any donor meetings
- Making sure Advancement Director has all up to date marketing materials as needed
- Organizing/maintaining of organization of Storage Room that we store all special event, swag items for Victory
- Work with other departments of Victory in order to help get tasks done per Advancement Director
- Work with other departments to set up events doing various tasks during the events such as check in, organizing, sales and passing out marketing materials

### **Qualifications**

- Bachelor's degree in communications, business, or related field or equivalent combination of education and experience.
- 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

### **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.