

**Youth Shelters & Family Services
Job Description**

TITLE: Donor Relations Manager

SUPERVISOR: Executive Director

PURPOSE: The Donor Relations Manager is responsible for developing and implementing engagement and fundraising strategies to enhance and grow contributions with assigned accounts and donors.
This includes annual giving, major gifts, direct mail campaigns, special events, sponsorships, underwriting, planned giving, and grants from corporations, foundations, government agencies, and other organizations.
Assist in program audits and site reviews; support the grant writing process through research, development, writing and submission of funding proposals; and provide developmental support of public relations, and special events.
Provide coordination of the agency donation process; provide community outreach and education.

GENERAL DUTIES

- Maintain familiarity with all aspects of Youth Shelters and Family Services (YSFS) philosophies, integrating and applying philosophies into everyday interactions and practice
- Maintain familiarity with and abide by all aspects of YS internal policies and procedures
- Participate as a member of agency leadership and program teams

PRIMARY DUTIES

- **Donor Cultivation:** Manage the agency's donor database and facilitate the donor acknowledgment process. Maintain donor research files and assist with the creation of the agency e-newsletter and annual report.
- **Public Relations and Marketing:** Attend events, meetings and other community activities to enhance community awareness, volunteer recruitment and solicitation of donations, creating and distributing public relations materials
- **Special Events:** Coordinate planning and implementing of special events
- **In-kind Donations:** Manage the in-kind donation process in coordination with program staff to receive, record and distribute donations
- **Grants:** Assist with grant proposal development and editing, as assigned

- Maintain dynamic interaction with the Executive Director concerning legal, program functions, Development, and public relations issues.
- Maintain positive and effective interaction with Board Members, volunteers, and community members.

- Work in support of the Executive Director and with YSFS senior management in the periodic review and refinement of missions and goals
- Provide administrative, program, fundraising and public relations support, exercising discretion and using sound judgment

I understand and will comply with the job requirements listed above. _____ Employee Initials

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TITLE: Donor Relations Manager

SUPERVISOR: Executive Director

- Customarily and regularly exercise discretion and independent judgment, assume responsibility and work under minimum supervision

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DONOR RELATIONS MANAGER

MARCH 2018

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SUPERVISOR: Executive Director

SPECIFIC PROGRAM DUTIES

Donor Cultivation:

- A. Create solicitation and year-round engagement strategies with assigned workplace accounts to retain current and attract new donors in order to increase gifts and contributions, and increase overall engagement.
- B. Hold face-to-face cultivation, solicitation, and stewardship meetings with current and prospective donors. Involve the Executive Director, Board Members, Program Directors and others as appropriate.
- C. Serve as the primary point-of-contact and liaison with current and prospective donors. Maintain positive relationships at all times.

Public Relations and Marketing:

- D. Develop and coordinate the agency public relations plan.
- E. Actively engage in community relations in partnership with the Executive Director. Provide support for fundraising, public relations and special events, as needed and assigned by the Executive Director
- F. Maintains current understanding of community goals and initiatives, focus areas, successes and overall results to effectively communicate to donors and at community events. Work to enhance community awareness of agency services and needs through community activities and agency special events. Possess broad knowledge of organizational structure, functions and needs
- G. Develop, plan and coordinate media campaigns to enhance community awareness and public support. Engage in public speaking and media interviews as appropriate.
- H. Oversee the agency website, social media, and other digital communications. Support implementation of communications strategy especially through social media platforms as appropriate.
- I. Serve as contact person for third-party fundraising events. Review all materials for appropriateness prior to granting permission for agency association and use of agency logo.
- J. Oversee the development, design and update of agency marketing materials, including logos, brochures, annual agency fact sheet, invitations, letterhead, and other items. Provide oversight for all production and distribution. Ensure proper, appropriate, and judicious use of agency logo at all times.
- K. Proactively engage in mailing list management to ensure the most accurate information is readily available for mailings.
- L. Work in partnership with the Executive Director and the Board of Directors to facilitate the implementation of Board development functions. Staff fundraising committees as appropriate.
- M. Host agency site visits for funders.

Special Events:

- N. Maintain an active role in the planning, coordination, and execution of agency special events. Develop, plan and coordinate special events, fundraising activities and campaigns to enhance community awareness and business support

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In-Kind Donations:

- O. Provide oversight of the in-kind donation process in coordination with program staff, to receive, record and distribute donations. Support and oversee the solicitation, acceptance, and distribution of in-kind donations. This includes ensuring effective and consistent gift acceptance policies.

Grants:

- P. Research and identify new government, corporate, foundations, and private funding prospects.
 - Q. Develop effective grant proposals and grant reports based on the organizational requirements
 - R. Submit proposals within deadlines to grant coordinators or concerned people for approvals
 - S. Provide administrative support to the direct care programs, as needed, specifically with regard to data collection, evaluation and reporting for agency grants and contracts. Assist various department staff in writing periodic reports to comply with grant requirements
 - T. Keep a well-organized portfolio of grant proposals
 - U. Ensures accuracy and timeliness of account data input for assigned accounts.
 - V. Maintain and implement calendar activities in relation to funding requirements.
 - W. Ensure effective files management related to grants and other fundraising approaches, both electronically and in hard copy.
 - X. Provide assistance with program audits, site reviews, certification and licensing, as assigned
 - Y. Assist in the coordination of agency funding contract compliance, service provision, data collection, evaluation and reporting
 - Z. Participate in production of funding proposals, in collaboration with Development Team and program staff
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- Serve as the fundraising database administrator; develop, implement, and continually refine related policies and procedures; oversee data entry, database maintenance, and data integrity; ensure timely acknowledgement letters and documentation of donor contacts. Oversee database reports and report generation.
 - Serve as liaison with related vendors, such as database software companies, print brokers, graphic designers, and others.
 - Seek-out and participate in professional development opportunities.
 - Perform other duties as assigned.

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SUPERVISORY DUTIES

- A. Oversee the implementation of program operations policies and procedures.
Actively participate in the hiring of staff. This includes Development staff and other staff as appropriate. Ensure clear and accurate understanding of job requirements and obligations.
- B. Set solid, attainable goals and hold performance reviews against these goals, encouraging learning and educational opportunities, both professionally and personally.
- C. Supervise Administrative Assistant and oversee their role as the front desk receptionist and office coordinator.
- D. Participate in the hire, training, and supervision of management staff, ensuring a clear understanding of job requirements and obligations
- E. Set solid, attainable goals, holding performance reviews against these goals; encouraging learning and educational opportunities, both professionally and personally for management staff, as assigned

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DONOR RELATIONS MANAGER

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SUPERVISOR: Executive Director

REQUIREMENTS and EXPECTATIONS

- High integrity when dealing with a broad array of cultures and restricted and/or confidential information
- Sensitivity to cultural and socioeconomic characteristics of population served. A commitment to empowering others to solve their own problems. A conviction about the capacity of people to grow and change.
- Understanding and knowledge of issues affecting young people and youth services. Experience in local community preferred.
- Ability to interact effectively with people representing a wide and diverse range experiences and backgrounds. Commitment to diversity.

Education and Experience Requirements:

- Bachelor's degree in relevant field REQUIRED
- Relevant fundraising experience. Marketing, nonprofit administration, or related experience preferred. Education and/or experience involving program administration and/or service delivery preferred.
- Prefer related experience in grant writing and contract administration.
- Data entry experience required
- Understanding and knowledge of government and non-profit youth sector

Skills:

- Excellent time management, data entry skills, organizational and computer software skills including Microsoft Windows, Excel, Word, QuickBooks, various data entry software and databases, and ability to learn new systems introduced by grantors.
- Proficiency with core social media platforms including Facebook, Twitter, Instagram, Pinterest and YouTube in a workplace setting.
- Excellent oral and written communication skills, particularly with good quality spelling, grammar and punctuation
- Effective and courteous communication skills, requiring high integrity when dealing with a broad array of cultures
- Initiative, creativity, reliability, flexibility, thoroughness, attention to detail, a strong process orientation, understanding of relational information, accuracy and follow-through are critical; global and specific
- Strong non-profit organization and planning skills

Capabilities:

- Insurable under YSFS automobile policy - Valid Driver's License, personal auto insurance, monthly driving record check
- Criminal Records Check clearance

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

- Frequently: may be required to stoop, kneel, crouch, reach, stand, walk, talk, hear, engage in repetitive motion (such as typing); not substantially exposed to adverse environmental conditions (typical office or administrative work).
- Occasionally: may be required to climb, balance, crawl, push, pull, lift, grasp; subject to atmospheric conditions (fumes, odors, dust, poor ventilation, etc.).
- Physical requirements range from sedentary (exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; sedentary work involves sitting most of the time) to medium (exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects) physical work.
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading at distances close to the eyes. The worker is required to have visual acuity to operate motor vehicles.

Environmental Conditions:

- Ability to work non-traditional work hours
- Work requires some travel to YSFS Program locations

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- Excellent time management and organizational skills with the ability to work under pressure and adjust to changing priorities and deadlines (work at a fast pace with unscheduled interruptions)

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Provide coordination of the agency donation process; provide community outreach and education.

Work station: YSFS Administrative Office. Position includes regular presence in the YSFS program locations and may include visits to residence of youth.

Compensation: \$ 40,000.00 / annual salary

POSITION IS FULL-TIME.

Full-time is 32+ hours per week. Full-time employees are benefit eligible.

FT Eligible Benefits include medical, dental, vision, IRA, accrued leave, paid trainings and holidays, and team of dedicated coworkers.

POSITION

The salary range, duties and responsibilities of this position meets the requirements of Section 13 (a)(1) of the Fair Labor Standards Act and therefore qualifies as an “exempt” position. *YSFS is an Equal Opportunity Employer, a Drug Free Workplace and complies with the ADA. AA/EEO*

I understand the requirements of this position. I can perform the essential functions listed above and will comply with the job responsibilities.

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Employee Signature

Date

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