



## JOB DESCRIPTION

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| <i>Title:</i><br><b>Donor Relations Manager</b>      | <i>Employment Status:</i><br><b>Full Time</b> |
| <i>Department:</i><br><b>Development</b>             | <i>FLSA Status:</i><br><b>Non-Exempt</b>      |
| <i>Reports to:</i><br><b>Director of Development</b> | <i>Supervises:</i><br><b>Volunteers</b>       |

### MISSION:

Seeking to put God's love into action, Pikes Peak Habitat for Humanity brings people together to build homes, communities and hope.

### GENERAL DESCRIPTION:

Working under the supervision of the Director of Development (DOD) and with other staff and volunteers, the Donor Relations Manager is responsible for assisting with Pikes Peak Habitat for Humanity's overall resource development enterprise, marketing and communications efforts. The primary objective of this position is to support the role of development to further the mission of Pikes Peak Habitat for Humanity, maximizing financial gifts by seeking private contributions and nurturing an environment that attracts and is conducive to planned giving.

The Donor Relations Manager provides comprehensive administrative assistance to the resource development 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.

### CORE RESPONSIBILITIES:

#### *Office Support/General:*

- Maintain physical donor communication materials and inventory of general development team supplies.
- Provide general clerical support, such as word processing, proof-reading, faxing, copying, filing, broadcast e-mailing, and tracking of programs and schedules.
- Answer general development phone inquiries.
- Provide professional assistance and interaction with donors (via phone, computer and face-to-face).
- Provide support when acknowledging appropriate financial and in-kind donations by correspondence.
- Support fundraising staff to generate development reports from database (sponsors, major donors, individuals, lapsed donor, etc.).
- Schedule and assist with various staff and volunteer leadership meetings.
- Provide vision, energy and passion for Habitat's mission, values and integrity in all aspects of the job.

#### *Responsibilities:*

- Create and put into effect strategies for a large sustained base of annual individual donors.
- Grow planned giving cultivation and solicitation.
- Manage and expand Partners for Sustainability and 1986 Giving Circle programs.
- Prepare and deliver gift acknowledgement letters, board thank you notes, new donor letters, anniversary cards and make thank you calls.
- Process donations (cash, credit card, electronic, stock, in-kind and others) as well as reconcile donations for deposits to be made by accounting and other development staff.

- Prepare online donation pages as specified (Bloomerang & WordPress).
- Format year end appeal and newsletter data (quarterly paper and monthly electronic) in MS Publisher and/or Bloomerang. Serve as print and electronic newsletter editor.
- Compile mailing lists.
- Create and update collateral materials to support gift cultivation, including both print and electronic.
- Update social media as needed.
- Update website as needed (WordPress).
- Maintain thorough and accurate database records and create fundraising reports and other database reports as needed.
- Provide fundraising support at fundraiser meetings, including document creation, donor research and donor prep.
- As appropriate, provide prospect research for CEO and DOD.
- Assist fundraisers with the planning, strategy and implementation of mailings.

***Database support:***

- Serve as the primary lead for the donor database, including its infrastructure, protocols, data entry systems, gift processing and report writing (Bloomerang).
- Identify and implement processes and improvements to ensure the integrity of the database, including troubleshooting/identifying inconsistencies and making corrections. Work closely with accounting and homeowner services teams to ensure integration of department activities.
- Specific Tasks Include:
  - Build queries.
  - Run reports.
  - Maintain account contact/journal records.
  - Implement moves management tracking and communication processes.
- Accounting Liaison – create database queries that support audit schedules and various monthly, quarterly and annual accounting reports; monthly reconciliation between accounting and Bloomerang data entry; year-end donation audit schedules.
- Work with organization leadership to conduct database management trainings to increase database skills and generate organization-wide database procedures and expectations (in conjunction with key staff).

***Event Support:***

- Represent Pikes Peak Habitat by attending luncheons and/or other social functions.
- Lead coordination of campaign, donor cultivation and other special development-related events.
- Solicit in-kind donations for various events.
- Solicit vendor discounts and in-kind donations across all departments for various needs.

**KNOWLEDGE, SKILLS, ABILITIES:**

- Exceptional understanding of private philanthropy as it relates to the not-for-profit organization and a wide and deep knowledge of fundamental disciplines of resource development.
- Proven record and understanding of moves management
- Excellent written and oral communication skills.
- Exceptional organizational skills and attention to detail.
- Excellent interpersonal skills to establish, build, and maintain effective working relationships with colleagues, board / committee members, donors, future homeowners, family partners, and volunteers.
- Self-motivated, ability to work independently with limited supervision, willing to handle concurrent tasks and make appropriate judgments and decisions.
- Ability to maintain a high level of confidentiality.

- Performs as a team player and comfortable in an ecumenical environment.
- Flexibility to work longer hours, evenings and weekends as needed.

#### **EDUCATION, EXPERIENCE:**

##### ***Preferred:***

- BA/BS degree.
- At least three to five years' of development and fundraising experience in a not-for-profit setting.
- Minimum of three years' experience working with a development database, such as Bloomerang, GiftWorks, or Raiser's Edge.
- Knowledge of WordPress.

##### ***Required:***

- A valid driver's license and proof of auto insurance.
- Proficient in Microsoft Office, including Word, Excel and PowerPoint.
- Exceptional attention to detail — including properly applying for this position by providing ALL required documentation. (1)
- Must pass a background check.

#### **ACCOUNTABILITY:**

- The Donor Relations Manager position shall be:
  - In agreement with the job description.
  - In agreement with the policies and ethical guidelines of Pikes Peak Habitat, the Association of Fundraising Professionals and the Donor Bill of Rights.
  - Accountable to the DOD.
- And perform other projects and tasks as may be assigned.

#### **EQUAL EMPLOYMENT OPPORTUNITY:**

It is Pikes Peak Habitat for Humanity's policy to comply with all applicable Equal Employment Opportunity laws by making all employment decisions without regard or consideration for any individual's gender, sex, pregnancy, race, color, national origin, ancestry, creed, religion, age, physical or mental disability, genetic information, marital status, sexual orientation, transgender status, military status, and any other basis protected by federal, state or local law.

#### **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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT:**

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals in this position will generally work indoors, and will have a workspace designated solely for him/her. Necessary office furnishings, equipment and supplies will be provided by Pikes Peak Habitat. While performing the duties of this job, the employee may periodically be required to work outdoors and would be exposed to weather conditions prevalent at the time. The employee may periodically be required to work in an offsite environment or at special events, and from time-to-time may be asked to travel on Pikes Peak Habitat business, at the affiliate's expense. The noise level in the work environment is usually moderate.

## **JOB STATUS:**

- 1) **FLSA Classification:** This position is non-exempt according to guidelines of the Fair Labor Standards Act and, as such, an individual in this position is eligible to receive overtime pay.
- 2) **Full- or Part-Time:** This position is full-time in nature. An individual in this position will regularly work a schedule consisting of 40 hours per week.
- 3) **Work Location:** This position's primary work site is the Pikes Peak Habitat business office location in Colorado Springs, CO. The nature and responsibilities of this position are such that the position is not eligible for alternative worksite arrangements, such as working from home or telecommuting, on a consistent or recurring basis. (2)
- 4) **Regular Schedule:** Usual business days are Monday through Friday, holidays excepted, and usual business hours are from 8:30 A.M. to 5:00 P.M. Mountain Time Zone. The nature and responsibilities of this position are such that the position is not eligible for flexible work scheduling, such as 4-day workweek or alternate start/end times, on a consistent or recurring basis. (2)

## **APPLICATION TIMELINE & INSTRUCTIONS**

- **Online application window opens January 18<sup>th</sup>, 2018**
- **Online application window remains open until position filled**

Apply at [pikespeakhabitat.org/employment](http://pikespeakhabitat.org/employment)

**Upload C.V./Resume**

**(1) Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description.**

**No telephone calls**

**(2)With reference to Job Status, numbers 3 and 4: If eligible, any alternative worksite arrangements and/or flexible work scheduling must be documented, effective-dated, and approved in writing by supervisor, CEO and HR, and may be discontinued by management at any time, for any reason. Documentation must be retained in the personnel record for team member to whom it applies, together with this job description.**