



**POSITION DESCRIPTION**

<i>Title:</i> <b>Donor Relations Specialist</b>	<i>Employment Status:</i> <b>At-Will</b>
<i>Department:</i> <b>Strategic Partnerships</b>	<i>FLSA Status:</i> <b>Full Time Non-Exempt</b>
<i>Reports to:</i> <b>Donor Relations Manager</b>	<i>Supervises:</i> <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 Donor Relations Manager (DRM), the Donor Relations Specialist (DRS) is responsible for assisting with Pikes Peak Habitat for Humanity’s resource development, marketing, and communications efforts. With the goal of building fundraising, awareness, and community support, the primary objective of this position is to provide comprehensive administrative support to the resource development and marcom department, with a focus on office and fundraising support, effective database management and reporting, website and social media maintenance and updates, event logistics and donor stewardship efforts. As necessary, the DRS will assist in the recruitment and monitoring of volunteers to help with department efforts.

**CORE RESPONSIBILITIES:**

***Office Support/General:***

- Maintain physical donor communication materials and inventory of general Strategic Partnerships team supplies.
- Provide general clerical support, such as word processing, copying, filing, broadcast e-mailing, and tracking of programs and schedules.
- Answer general department 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 donors, 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.

***Fundraising Support:***

- Prepare gift acknowledgement letters, Board Thank You notes, New Donor Letters, Anniversary Cards, and make Thank You calls.
- Prepare online donation pages as specified (Qgiv & WordPress).
- Assist with formatting appeals in MS Publisher and/or Bloomerang.
- Compile mailing lists.

- Update affiliate website as specified (WordPress).
- Maintain thorough and accurate database records and create fundraising reports and other database reports as needed. Provide fundraising support to committee/board and team meetings, including document creation, donor research and donor prep.
- As appropriate, provide prospect research for CEO, Chief Strategy Officer, and DRM.
- Assist fundraisers with the planning, strategy and implementation of mailings and other communications.

***Database support:***

- Serve as donor database subject matter expert, with responsibility for infrastructure, protocols, data entry systems, gift processing and report writing (Bloomerang).
- In collaboration with DRM, identify and implement processes and improvements to ensure the integrity of the database, including troubleshooting/identifying inconsistencies and making corrections. Work closely with Accounting, Homeowner Services, Repairs, and Volunteer Manager (Construction, Repairs, and ReStore) teams to ensure integration of department activities.
- Specific tasks include:
  - Build queries / segmented lists.
  - 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 skill and generate organization-wide database procedures and expectations (in conjunction with critical staff).

***Marketing and Communications support:***

- Support DRM with the design and creation of event posters, invitation cards and other graphic collateral items in support of campaigns and events.
- Work with DRM in the creation and updating of collateral materials to support gift cultivation, including both print and electronic media.
- In liaison with DRM and Communications Manager, interact and support where appropriate with media and marketing contractors and advisors, including social media posts.

***Event Support:***

- Represent Pikes Peak Habitat by attending luncheons and/or other social functions.
- Assist with coordination of campaign, donor cultivation, and other special events logistics. Assist DRM with the solicitation of in-kind donations for various events.
- Assist DRM with the solicitation of vendor discounts and in-kind donations across all departments for various needs.

**KNOWLEDGE, SKILLS, ABILITIES:**

- Good understanding of private philanthropy as it relates to not-for-profit organizations and a knowledge of fundamental disciplines of resource development.
- Excellent written and oral communication skills.
- Exceptional organizational skills and attention to detail.
- Experience with graphic design, brand promotion, and brand guidelines.
- 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, with the ability to work independently with low to medium supervision.
- Willing and able 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.
- Occasional flexibility to work longer hours, evenings and weekends as needed.

### **EDUCATION, EXPERIENCE:**

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

- BA/BS degree (English, Literature, Creative Writing, Marketing, Journalism could be beneficial).
- At least two to three years of development and fundraising experience in a not-for-profit setting.
- Two to three years' experience working with a development database, such as Bloomerang, GiftWorks, or Raiser's Edge.
- Previous webmaster and social media campaign experience.
- At least one year of marketing and graphic design experience (demonstration by a marketing work experience portfolio).
- Knowledge of WordPress.
- Knowledge of Canva.

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

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

### **ACCOUNTABILITY:**

- The DRS applicant/team member shall be:
  - In agreement with this position 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 DRM.
- And perform other projects and tasks as may be assigned.

### **EQUAL EMPLOYMENT OPPORTUNITY:**

Our commitment to Equity, Diversity, and Inclusion in the Workplace: Pikes Peak Habitat for Humanity is an equal opportunity employer. Candidates from diverse backgrounds are encouraged to apply and are considered for employment on merit alone without regard to race (including characteristics associated with race such as hair texture, hair type, and protective hairstyles), color, religion, sex, sexual orientation, gender identity, transgender status, national origin, disability, pregnancy, age (40 or older), genetic information (including family medical history), marital status, military status, lawful conduct outside of work, membership or non-membership in a labor organization, or status in any other group 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 her/him. 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.\*
- 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.\*

#### **COMPENSATION AND BENEFITS:**

- The hiring range for this position is projected to \$20 - \$24 per hour depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
- Medical/Life/Dental/Vision/401(k) Retirement Program with employer match up to 4%/Accrued Vacation and Sick hours/Paid holidays. Short term disability will be available, through the Colorado FAML program.

#### **APPLICATION TIMELINE & INSTRUCTIONS:**

- Position will remain open until filled

- Apply at <https://pikespeakhabitat.org/about/employment/>
  - [Upload C.V./Resume](#)
  - [Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this job description](#)
  - **NO PHONE CALLS, EMAILS OR PERSONAL INQUIRIES**
- (1) Upload cover letter explaining how you meet/exceed the position's preferred levels of education and experience contained within this position description.

**\*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.**

#### **ABOUT PIKES PEAK HABITAT FOR HUMANITY:**

Habitat for Humanity, founded in 1976, is a global, Christian-based nonprofit organization that grew out of an intentionally multi-racial community in rural Georgia. Locally, Pikes Peak Habitat for Humanity was established in 1986. Seeking to put God's love into action, Pikes Peak Habitat brings together people of all faiths and people of no faith to build homes, communities, and hope. Working alongside each other, we help families and individuals build and improve places to call home and achieve the strength, stability, and self-reliance they need to build better lives for themselves. Pikes Peak Habitat seeks individuals who have a willingness to affirm these principles and values.

At Pikes Peak Habitat for Humanity, we embrace a history rooted in creating equity and take our mission seriously by courageously committing to a culture and workplace where all staff feel safe, welcome, visible, respected, supported, and valued. As an equal opportunity employer, we realize that our success depends upon building an inclusive workforce of diverse perspectives and encourage people of varied races (which is inclusive of traits historically associated with race, including, but not limited to, protective hairstyles and hair texture), ethnicities, national origins, tribes, religions, ages, gender identities and expressions, genders, sexual orientations, marital statuses, disabilities, veteran/reserve national guard statuses, socio-economic statuses, thinking and communication styles to work with us.

We also require that all staff take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities (especially children), and all those with whom we work. In line with the prevention of sexual exploitation and abuse, all staff must pass a thorough background screening and will be held accountable for upholding our policies around ethical behavior, including safeguarding and whistleblowing.