

## Job Description

### Donor Relations Manager

**Position Summary:** The Donor Relations Manager is responsible for actively building and managing a pipeline of major gift donors and prospective donors. This will be done through securing current and prospective donors to attend donor events, cultivating and securing gift intent renewals from past event attendees and acquiring new major gifts from prospects which will require following an individual plan of care (IPOC) strategy for each donor.

**Essential Job Functions:** Through employees own efforts:

- Identify, research, qualify, and engage major gift prospects and donors for events and personal solicitation
- Develop, document and implement an individual plan of care (IPOC) strategy for each donor and/or prospect in pipeline
- Involve donors in the ministry, ask for gifts, negotiate and close; thank donors, report back to them, and steward relationships
- Develop and implement strategy for securing planned giving
- Engage current donors and donor prospects in ongoing dialogue about how their vision and passion are matched with the mission and ministry of American Leprosy Missions
- Develop and cultivate effective, long-term donor relationships through personal notes, emails, phone conversations, one-to-one meetings, and interaction at events and vision trips and track these “moves” in the database
- Use IPOC concepts tracked in donor database to engage donors, implement plans, and move toward accomplishing the major gift team goals
- Engage in donor research through IPOC concepts, screening and modeling tools (such as Wealth Engine) and internet research
- Produce monthly reports for VP of Development on measurable fundraising activities moving toward closing gifts and stewarding long-term relationships

**Additional Job Functions:** Although not Essential Job Functions, employee may also be responsible for the following from time to time:

- Manage planned giving vendors
- Perform public speaking assignments as requested and required
- Prepare donor briefings for Vice President of Development when requested
- Perform other related duties as assigned

**Accountabilities:** To perform this job successfully, the employee should achieve or maintain acceptable productivity levels, quality levels and/or outcomes in the areas listed below:

- Number of team personal visits with major gift prospects, major gift proposals/asks, and proposals/asks closed, is increased
- Prospects are qualified and put through an IPOC in order to secure five-figure gifts annually
- Strategy for securing planned giving is developed and implemented
- Assigned departmental goals are met or exceeded
- Assigned annual fundraising goals are met or exceeded
- IPOCs documented thoroughly and in a timely manner in donor database for caseload
- Meaningful professional development or skills training is participated in annually
- Other annual and quarterly goals and objectives set forth in performance reviews are achieved
- High-performance culture and supportive team culture is fostered
- Statement of Faith of the Evangelical Council for Financial Accountability (ECFA) as set forth in the Employee Guidebook is adhered to
- All ALM policies and procedures are followed

**Competencies:** To perform the job successfully, the employee should possess the following knowledge, skills, abilities, and behaviors:

- **Results-Oriented Thinking and Behavior** – A genuine concern for effectiveness; possesses the desire to get the job done with excellence; mentally, is focused on getting the best results for actions taken; does not settle for mediocrity.
- **Accountability** – Experiences a sense of responsibility to the organization, its donors and other stakeholders, and the community when making decisions that affect the organization; not forced by policy to do what is right and fair, but has an internal sense of responsibility.
- **Relationship Building** – Has the ability to connect and influence a large and diverse group of people; is seen as a bridge builder and someone who is “good to work with;” can build and maintain meaningful professional relationships.
- **Communication** – Speaks clearly and writes effectively and persuasively in positive or negative situations; listens to management, co-workers, donors, end recipients, vendors and others in order to effectively and efficiently share

information and ideas; demonstrates effective group presentation and meeting skills.

- **Planning and Organizing/Time Management** – Plans and prioritizes work activities, uses time efficiently and develops realistic action plans; establishes and adheres to deadlines; collects, analyzes and uses data to manage effectively and efficiently.
- **Initiative** – Without prompting, takes proactive steps to manage and/or improve all work tasks and operations. Is innovative, responsible and insightful.
- **Adaptability** – Demonstrates ability to adjust to and thrive in a dynamic, strategic and results driven organization. Is flexible, teachable, receptive and pliable.
- **Teamwork** – Works cooperatively with co-workers, donors, end recipients, vendors, volunteers and others to achieve the organization's mission, values and goals, showing favor, grace, compassion, cooperation, mercy and acceptance.
- **Awareness and Sensitivity to the External Environment** – Situational awareness; is aware of the organization's position and purpose in the community and the effect of its words and actions on that position; demonstrates savvy in dealing with internal and external customers; is promoting and affirming in conversations about and on behalf of the organization.

**Required Education, Experience and Skills:**

- Bachelor's degree in business, marketing, public relations, communications or a related field or at least three years of experience in business, development or fundraising
- Ability to communicate effectively with a diverse group of people
- Excellent presentation and interpersonal communication skills
- Demonstrated commitment to fostering healthy relationships with donors/customers
- Strong knowledge of prospect research, donor screening and major donor models, such as Wealth Engine
- Ability and willingness to share the Christian faith through word and deed
- Agreement with and willingness to sign the organization's statement of faith

**Preferred Education, Experience, Skills:**

- Demonstrated success in raising five-figure donations through personal solicitation
- Demonstrated success in cultivating long-term relationships
- Experience in the development department of a faith-based organization, NGO, college or university
- Experience with recordkeeping and donor databases

**Application closing date: February 1, 2019.**

**Apply now by sending a cover letter and resume to [almcareers@leprosy.org](mailto:almcareers@leprosy.org).**