

## **CATHOLIC SOCIAL SERVICES JOB DESCRIPTION**

**TITLE:** Development Manager  
**DEPARTMENT:** Development & Strategic Communications  
**REPORTS TO:** Annual Giving Director  
**STATUS:** Salary/Exempt  
**UPDATED:** 1/11/2022

### **Summary of Responsibilities:**

Catholic Social Services is recruiting for a fundraising and marketing professional who will take our donors to the next level in their relationship with our organization and programs.

The Donor Relations Manager is a full-time position that reports directly to the Annual Giving Director. The Donor Relations Manager is responsible for developing and implementing engagement and fundraising strategies to grow revenue within our current mid-level, monthly, and one-time gifts donors. The Donor Relations Manager also provides comprehensive administrative assistance to the Development and Communications department, with a focus on donor stewardship efforts. This position will also support the coordination of events, meetings, and programs designed to enhance positive relations with all donors.

### **Responsibilities and Duties:**

- Develop a working knowledge of CSS in general and funding priorities specifically to articulate a compelling case for support to all constituents.
- Serve as primary contact for new and monthly donors.
- Design, implement, and document a donor stewardship pipeline program for new and monthly donors.
- Manage acknowledgement, recognition, on-going communications, and continued cultivation of past and current donors to enhance their relationship with CSS and increase the likelihood of continued contributions.
- Identify opportunities that align with CSS' mission statement, and work with staff to create engagement initiatives and opportunities for donors.
- Provide professional assistance and interaction with donors (via phone, computer and face-to-face).
- Work closely with the Development and Strategic Communications Department to design and implement donor appreciation and cultivation events and activities.
- As appropriate, provide prospect research for CDCO, and Annual Giving Director.
- Attend internal and external meetings and events as required.
- Perform other duties as requested, delegated, or assigned.

**Qualifications and Skills:**

- Must be able to maintain program/guest/agency confidentiality and treat all people with dignity and respect.
- A passion for the mission of Catholic Social Services and compassion for the people we serve.
- Ability to clearly articulate and communicate the mission of Catholic Social Services.
- Interpersonal skills with an aptitude for working with people from many different backgrounds and experiences.
- Strong written and oral communication skills.
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- Understanding of stewardship, gift processing, and donor relations.
- Ability to listen carefully to and understand others’ needs, both internally and externally, and proactively respond to those needs in a consistent and timely manner.
- Demonstrated analytical and fundraising skills with the ability to recognize opportunities, identify critical, high pay-off activities and prioritize them to attain goals.
- Knowledge of Microsoft Office products.
- Ability to learn and utilize Greater Giving, Bloomerang (CRM), and a variety of specific software tools and apps.

**Requirements:**

- Bachelor’s degree (or equivalent).
- 1 year fundraising or customer service experience.
- Knowledge of constituent relationship management software.
- Demonstrated organizational and communication skills.
- Ability and confidence to interact with varied constituencies.
- Valid Alaska driver’s license.
- Flexibility necessary to be available for weekday, weekend, and evening events.
- Able to work for extended periods of time at a computer. Moderate physical effort with occasional standing, walking, reaching, stooping, bending, kneeling, and lifting and ability to lift 25 lb. on an occasional basis.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_