



POSITION TITLE:	Annual Giving Manager
FLSA:	EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	NO
CREATED DATE:	01/13/24
REVISION DATE:	

POSITION SUMMARY

The Annual Giving Manager is responsible for the management of the annual giving program of Catholic Social Services. In addition, this position will carry a portfolio of donors. This position reports to the Chief Development Officer and is responsible for growing a dynamic annual giving program that sustains general operating revenue to advance the mission of Catholic Social Services to serve Anchorage's most vulnerable.

ABOUT US

Catholic Social Services (CSS) is a human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

ABOUT OUR PROGRAM/DEPARTMENT

The Development team is responsible for raising funds from individual, corporate, and foundation donors to support the mission of our agency. The Development team works closely with the Communications team to engage supporters in the mission of Catholic Social Services through giving - whether the giving is financial, in-kind, or volunteer. We share stories with our supporters to demonstrate the needs (and the successes!) of our guests and clients and to appeal for support in helping people get the resources they need to move along a path to permanent stability.

The Development team interacts with all the programs of Catholic Social Services, from three emergency shelters to a food pantry, homeless family case managers, and the refugee program.

REQUIRED COMPETENCIES

Mission Orientation

- A passion for the mission of Catholic Social Services and compassion for the people we serve.
- Ability and interest in clearly articulating and communicating the mission of Catholic Social Services.

Competency

- Customer service: Strong understanding of the philosophy of quality service and the group process with proven aptitude for working as part of a team and fostering the principles of community.
- Communication: High level of written and oral communication skills. Open, honest, and respectful communication. Supports group decisions and puts group goals ahead of personal goals.
- Interpersonal: 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.
- Demonstrates good stress tolerance: Displays emotional resilience. Deals with difficult and adverse events while maintaining professionalism and caring. Responds appropriately in the face of tension, emotion, and resistance. Seeks support from others when necessary and uses appropriate coping techniques.
- Strength in project design and management.
- Highly motivated and well-organized with a progressive record of achievement.
- Excellent research, follow-through, analytical, problem-solving and presentation skills.
- High level of diplomacy and confidentiality.

Knowledge

- Understanding of database management, gift processing and donor relations.
- 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 use Mail Chimp, Greater Giving, Bloomerang (CRM) and a variety of specific software tools and apps.

RESPONSIBILITIES:

This position is an essential member of the development team and will be responsible for managing all aspects of the CSS annual giving program.

Responsibilities include:

1. Develop a working knowledge of CSS in general, and funding priorities specifically, and enthusiastically and professionally articulate compelling cases for support in writing (letters, brochures, online copy, and other materials).
2. Design and manage an annual giving plan to acquire, renew and upgrade donors across multiple channels, including direct mail and online giving.
3. Identify and maintain an annual giving portfolio of donors to identify, cultivate, solicit and steward for additional gifts to CSS with focus on philanthropic giving through written, telephone, and in-person communication.
4. Produce performance reports, in collaboration with the Data Manager, to track and analyze appeal performance, trends, and revenue results with an eye on opportunities for increasing revenue and donor counts on an annual basis; adjusting strategies accordingly.
5. Design, create, and send stewardship / impact reports for current donors to retain and encourage repeat and increased giving year-over-year.
6. Provide support of United Way, Pick.Click.Give, and Combined Federal Campaign (CFC) employee giving campaigns.

- 7. Maintain an active level of written and digital correspondence with all donors.
- 8. Working with the Data Manager, maintain individual donor records in the donor database. Strategically collaborate on donor mailing lists, segmentation, etc.
- 9. Perform other duties as assigned.

QUALIFICATIONS:

Minimum Qualifications:

Bachelor’s degree or equivalent experience.

Two years of fund development experience in annual giving/campaigns, with an emphasis in individual/annual solicitation.

WORK ENVIRONMENT

Work is performed in a standard indoor office environment. Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time.

Travel out of Alaska is rare. Occasional travel within Anchorage is required.

A valid Alaska driver’s license is required.

Flexibility is necessary to be available for rare weekday, weekend and evening meetings, events, and deadlines.

Location: 4600 Debarr, Anchorage.

_____ <i>Employee Name</i>	/	_____ <i>Employee Signature</i>	_____ <i>Date</i>
_____ <i>Supervisor Name</i>	/	_____ <i>Supervisor Signature</i>	_____ <i>Date</i>