



POSITION DESCRIPTION

<i>Title:</i> Senior Donor Relations Manager	<i>Employment Status:</i> Full Time
<i>Department:</i> Strategic Partnerships	<i>FLSA Status:</i> Exempt
<i>Reports to:</i> Director of Strategic Partnerships	<i>Supervises:</i> Communications Manager, Donor Relations Specialist, & Volunteers

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 Strategic Partnerships (DSP), the Senior Donor Relations Manager (SDRM) is responsible for the design and implementation of campaigns, programs, and activities that will increase individual donations and relationships with organizations to further the mission of Pikes Peak Habitat for Humanity. This will be achieved through the nurturing of financial gifts from individual private contributions and by creating an environment that attracts and is conducive to planned giving.

The Senior Donor Relations Manager provides leadership to the Communications Manager (CM), and Donor Relations Specialist (DRS). The CM delivers organization (affiliate) wide communications and media services; the DRS provides comprehensive administrative and communications assistance to the development (fundraising) department. As necessary, the Senior Donor Relations Manager will recruit and supervise volunteers to help with department efforts.

CORE RESPONSIBILITIES:

Office Support/General:

- Answer general fundraising phone inquiries.
- Provide professional assistance and interaction with donors (via phone, computer, and face-to-face).
- Support affiliate staff to generate fundraising insight reports from database (major donors, lapsed donors, appeal revenue, etc.).
- In association with DRS, prepare and deliver gift acknowledgment letters and other donor appreciation collateral, as well as make thank you calls.
- When necessary, 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.
- 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 Relationship Stewardship Responsibilities:

- Create and put into effect strategies for a large, sustained base of annual individual donors.
- Develop and maintain ongoing relationships with individual donors to encourage and maintain a healthy donor retention rate, the cultivation of new donors, and overall donor stewardship.
- Conduct donor-related research to make informed decisions for communication efforts.
- Manage the online donation experience for donors, including creating and maintaining all facets of online donation forms and fundraising web pages.
- Develop, implement, and evaluate results of fundraising-specific content for social media, email, print, direct mail, and web communications.
- Manage and expand Hope Builders and 1986 Club donor groups.

- Develop and manage a planned giving program.
- Provide staff support to board committees as needed and affiliate-wide community initiatives and partnerships.
- Manage workflows and be accountable for results delivered by CM, and DRS.
- As appropriate, provide prospect research for CEO and DSP.
- Achieve an individual donor fundraising goal of \$350,000+ annually.

Database Management:

- Serve as the primary lead for the donor database, including its infrastructure, protocols, data entry systems, gift processing and report writing.
- Identify and implement processes and improvements to ensure the integrity of the database, including troubleshooting and identifying inconsistencies and making corrections. Work closely with accounting, construction, and ReStore teams to ensure integration of department activities.
- Implement moves management tracking and communication processes.
- Work with organization leadership to conduct database management training to increase database skills and generate organization-wide database procedures and expectations (in conjunction with key staff).

Event Management and Coordination:

- Lead coordination of fundraising events, including annual donor appreciation event.
- Assists with the coordination and facilitation of affiliate's other events as appropriate.
- Assist DSP in the solicitation of in-kind donations for various events.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Exceptional understanding of private philanthropy as it relates to not-for-profit organizations 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.
- Impeccable 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, diverse faith beliefs, and volunteers.
- Ability to maintain a high level of confidentiality.
- Comfortable in an ecumenical environment.
- Flexibility to work longer hours, evenings, and weekends as needed.

QUALITIES THAT MIGHT MAKE YOU SUCCESSFUL IN THIS ROLE:

- You want to be part of something bigger. Habitat for Humanity's mission inspires you. The idea of helping families and engaging the community to participate through your skills motivates you.
- You master your time management. You are comfortable managing multiple initiatives with limited supervision and are excellent at prioritizing and re-prioritizing when necessary. You are persistent in following up.
- You are great at solving problems with compassion and care. You are willing to find a solution, adapt, then execute. You aren't hesitant to ask and learn if unsure how best to move forward.
- You have a sincere desire to understand the relevant details of our organization and are not afraid to ask for clarity when needed. You have impeccable attention to detail and put care into all you do.
- You are an adept collaborator. Working as a team, brainstorming, and problem-solving together motivates you. You appreciate constructive feedback and use it to achieve a better, stronger outcome. You naturally see ways to engage people and see the importance of building community.

EDUCATION and EXPERIENCE:***Preferred:***

- BA/BS degree.
- At least five to seven years of fundraising experience in a nonprofit environment, including three years of demonstrable success in planned giving, and two years of supervisory and/or progressive management experience.
- Minimum of four years' experience working with a constituent relationship management database, such as Bloomerang, Network for Good, or Raiser's Edge.
- Digital and print content creation experience in Adobe, Canva, MS Publisher, or other programs.
- Website maintenance experience in WordPress or another platform.
- Project management experience in Asana or another program.

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.
- Must pass a background check.

ACCOUNTABILITY:

- The SDRM applicant/team member 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 DSP.
- 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 them. 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 exempt according to guidelines of the Fair Labor Standards Act and, as such, an individual in this position is not 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:** 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. The position will be based at the affiliate's business office in Colorado Springs, CO USA.
- 4) **Regular Schedule:** Usual business days are Monday through Friday, holidays excepted, and usual business hours are from 08:30 A.M. to 5:30 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 be \$55,000 - \$63,000 per year depending on experience.
- All full-time Pikes Peak Habitat for Humanity employees are eligible for the following employee benefits:
 - Medical / Life / Dental / Vision insurance
 - 401(k) retirement program with employer match up to 4%
 - Accrued vacation and sick hours
 - Paid holidays

APPLICATION TIMELINE & INSTRUCTIONS: NO PHONE CALLS, EMAILS, OR PERSONAL INQUIRIES

Position will remain open until filled.

Apply on our website at pikespeakhabitat.org/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.