

Job Description



JOB TITLE:	Development Manager
FLSA STATUS:	Exempt
REPORTS TO	VP of Operations and Philanthropy
SUPERVISES:	3-4 FTEs
SALARY RANGER:	\$50K - \$58K
DATE REVIEWED:	June 2021

JOB SUMMARY: The Development Manager is responsible for the oversight, implementation and coordination of Emerge's fund development program, which includes: all donor communication, donation and acknowledgement tracking, annual giving (including special campaigns), planned giving, in-kind contributions, special events, all Domestic Violence Awareness Month (DVAM) activities, and community fundraisers. The Development Manager also oversees the agency's digital and print marketing, media relations and communication efforts.

Emerge's values and philosophy centers Emerge participants in every aspect of the organization. This means that traditional donor-centric fundraising principles may not always align with Emerge's vision or values and thus, the Development Manager should be creative, open and flexible when it comes to executing a development program that first prioritizes the participant before any other population. To accomplish this, the Development Manager will also have to build and maintain strong relationships with the Executive Vice President and Organizational Development team for input, guidance and understanding organizational needs.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

RESPONSIBILITIES COMMON TO ALL AGENCY EMPLOYEES

- Maintains confidentiality and trust for all employees, participants and visitors
- Consistently displays culturally sensitive behavior and communication for all employees, participants and visitors. Seeks to expand knowledge base to increase cultural sensitivity
- Seeks win/win solutions, values interdependence, shares a common sense of responsibility for the whole
- Acts in a manner that presents the agency in a positive light and furthers a positive image for the agency. Demonstrates a positive and respectful personal appearance. Contributes to a clean and orderly facility appearance
- Demonstrates respect, courtesy and dignity for all
- Responds in a timely manner in all aspects of communication
- Maintains safe working environment for self, other employees, and visitors in accordance with applicable standards relevant to the position's job duties
- Displays adaptability and flexibility to encourage team, participant and agency health including: initiating improvements, demonstrating problem solving and creativity, demonstrating motivation for change and enhancement of the organization

ESSENTIAL DUTIES

Marketing & Communications

- Works in collaboration with the Leadership and Organizational Development Team, to ensure that marketing and communication messaging is aligned with Emerge's antiracist and social justice-oriented vision
- Works with the Marketing and Communications Coordinator to ensure the details of the marketing plan (including all vehicles – print, eNews, website and social media) meet all deadlines for creative, writing, printing and distribution.
- Oversees all media inquiries, creating press releases and monitoring outlets for relevant content

- Oversees all marketing and communications for special events and special campaigns, in relationship with the Special Events Coordinator
- Works with the Marketing and Communications Coordinator to implement an annual Domestic Violence Awareness Month Campaign, to include all eNews, press coverage, materials requests and social media engagement.
- Oversees special web-based campaigns (e.g., AZ Gives Day, Giving Tuesday)
- Serves as the “back-up” to the Coordinator when necessary

Special Events and In-kind Coordination

- Working in collaboration with the Leadership Team, ensures that special events and community fundraising efforts are aligned with the vision of the organization
- Work with the Special Events and In-Kind Coordinator to plan, develop and execute all special events, including events for Emerge participants (Mother's Day, Holiday House) and in collaboration with other administrative and program staff, the Director of Systems Integration and the Leadership Team
- Work with the Special Events and In-Kind Coordinator to implement an annual Domestic Violence Awareness Month Campaign, to include all events
- Oversees all Community Partner relationships
- Oversees all Third Party/Community Fundraiser events
- Oversees all in-kind donation processes, including receiving, storing and distribution, in coordination with the Director of Systems Integration and Operations Manager
- Serves as the “back-up” to the Coordinator when necessary

Donor Coordination

- Working in collaboration with the Development Coordinator, ensures all donations are received, accounted for and acknowledged within organization turnaround time
- Oversees communications with donors to honor preferences and receive feedback
- Oversees all reports (regular and otherwise) are accurately pulled and sent to requestor in a timely manner
- Provides analysis and secondary clean-up of reports
- Oversees the receiving and booking process of in-kind donations
- Input notes into eTapestry to ensure continuity of donor relationships

General

- Ensures all development, marketing, communication and events are aligned with Emerge values and does not lean primarily on traditional fundraising
- Works collaboratively with other Emerge staff to infuse and promote Emerge's efforts to align the organization with antiracist principles and social justice, by centering the community and the participants served
- Serves as the “back-up” to Development staff as necessary
- Ensures all tasks related to development campaigns, communications and events are completed
- Takes on “overflow” tasks to ensure the continuity of the development campaign
- Oversees management of volunteers working in development support roles
- May be asked to represent the agency at community functions, meetings, associations, task forces, etc.
- May have to respond to emergencies or other time-sensitive matters after normal business hours
- Adheres to agency policies and procedures and all City, County, State and Federal rules and regulations
- Attends all trainings and meetings as required
- Keep confidential and/or privileged and proprietary information confidential during and after employment. Examples of where this confidential information may be derived from include, but are not limited to electronic communication (e-mail, text message, etc), personal conversations

and documents an individual has access to. Unless specifically directed by the CEO or Executive Vice President, confidential/privileged information will not be shared with any other individual, both inside and outside of Emerge.

REQUIRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 3 years of work, professional or life experience (personal), as well as:

***Note:** Emerge recognizes that the required skills and knowledge needed to serve survivors of domestic abuse can be derived by formal professional experience as well as other life experience outside of a professional setting. Qualified applicants will be asked to make a direct connection between their work or life experience and the required qualifications below. We also value the added foundation that formal education can provide, however, any years spent in an educational institution will not count directly toward the number of years required or preferred.*

- Basic understanding of the dynamics of domestic abuse and/or sexual violence
- Demonstrate understanding of how gender identity, race, class, ability and sexual orientation and other cultural factors and/or identities intersect with issues of gender-based violence and must be accounted for in operational systems used by the agency
- Demonstrate willingness and ability to confront racist, homophobic, transphobic behavior/comments in any setting
- Ability to build authentic relationships with team members, supervisors, and program participants through practices such as listening to gain deeper understanding, being vulnerable and engaging in giving and receiving feedback
- Ability to examine your own privilege and connections to power and/or oppressions so that you can work in service and consideration of the entire humanity of others
- Ability to function in a complex institution and systems with a focus on problem-solving and adaptability
- Two years supervisory experience
- Excellent written and oral communication and effective listening skills
- Ability to work well independently and be self-motivated, as well as in a team environment
- Proficient computer skills including e-mail, calendars, document processing, spreadsheets and databases
- Patience with thoughtful processes and procedures
- Ability to articulate and demonstrate values-based and servant-based leadership
- Excellent critical thinking and problem-solving skills
- Ability to travel within service area

PREFERRED EXPERIENCE AND QUALIFICATIONS - Any combination of at least 5 years of work, professional or life experience (personal), as well as:

- Familiarity with Community-Centric Fundraising principles
- Three to five years supervisory experience
- Experience in a nonprofit and/or social services setting
- Bilingual (English/Spanish)

OTHER REQUIREMENTS

- Appropriate fingerprint clearance through the Arizona Department of Public Safety
- CPR/First Aid certification
- Valid Arizona Driver License and proof of automobile insurance

PHYSICAL DEMANDS

- Must be able to sit or stand for long periods of time

- Must be able to express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and to convey detailed spoken instructions to other workers accurately or quickly
- Provide CPR/First Aid
- Must be able to lift up to fifty pounds
- Visual acuity and hand dexterity to work with computer systems (monitor, keyboard), reports, and other data sources, reading/entering/processing data and figures
- Ability to use basic office equipment, including computer, fax machine, printers, copier/scanner, adding machine

WORK ENVIRONMENT

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate
- Travel from site to site
- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines
- While performing the duties of this job, the employee may be exposed to fumes or airborne particles, moving mechanical parts and vibration. This position requires infrequent exposure to outside weather conditions
- While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

My signature below constitutes my understanding of the requirements, essential functions and duties of the position as outlined above.

Employee Signature

Date

Employee Name Printed