

**Lutheran Social Services of the Southwest
Donor Relations Manager**

Exempt: Full Time

Base Wage: \$50,224.56

Reports to: Director of Development

Department: Fund Development

Supervisory: No

Location: Tucson

Position Type:

Date: January 2023

The Donor Relations Manager is a key member of the LSS-SW fund development team, responsible for cultivating and soliciting mid-level donors, defined as those giving \$1,000-\$4,999 annually, across Arizona. They are also the local representative in Southern Arizona, participating in community presentations and networking opportunities. The Donor Relations Manager works closely with the CEO, Director of Development, and Director of Philanthropic Engagement, as well as other team members, to develop and implement fundraising strategies to increase awareness and support of our programs. The ideal candidate will have 5+ years experience in a fundraising or sales environment.

WEIGHT	DESCRIPTION
20	<p>Donor Stewardship Following a prescribed method of engagement, develops and nurtures relationships with donors and prospects identified as mid-level donors (\$1,000-\$4,999 annually) including some members of the Creating Community Society and Monthly Sustaining Partners; growing their passion for the work of LSS-SW and its programs. Manage portfolio of mid-level donors to cultivate, and seek engagement opportunities, such as one-on-one meetings, programmatic happenings, and success stories.</p>
20	<p>Donor Acquisition Under coordination of Community Engagement Coordinator, participate in community presentations, congregational engagement, Come and See Tours, donor engagement events, programmatic events and other opportunities throughout Southern Arizona that raise the visibility of Lutheran Social Services of the Southwest.</p> <p>Make regularly assigned thank you calls upon gift receipt for mid-level donors and annual donors, as well as other assigned calls.</p>
25	<p>Administration and Planning Utilizes personal visits, telephone calls, congregation contacts, and written and electronic media to stay in contact with donors. Utilizes donor database and shared file system to organize notes and plans. Maintains records that will be used for tracking key metrics (such as number of meaningful interactions, event attendance, and other strategic goals.)</p> <p>With Gift Processing Coordinator, develop system for monitoring and reminding Creating Community Society members of upcoming pledge payments, as well as other administrative systems. Utilize database features to strengthen efficiency and impact.</p> <p>Participate in fund development strategic planning discussions and regular coaching sessions with consultants.</p>

<p>15</p>	<p>Donor Solicitation Maintain portfolio of mid-level donors, to solicit one-time gifts, and Creating Community Society pledges, of mid-level donors (\$1,000-\$4,999 annually), in collaboration with Director of Philanthropic Engagement. Share information about alternative giving vehicles (such as stocks, donor advised funds, qualified charitable distribution, Arizona charitable tax credit, and others) with mid-level donors.</p> <p>Identify planned giving prospects and participate in cultivation planning for planned gifts, with Director of Philanthropic Engagement.</p>
<p>10</p>	<p>Annual Giving Programs Participate in and strengthen annual giving campaigns, including the Building Foundations Luncheon, Giving Days, Arizona Charitable Tax Credit, and other giving programs.</p>
<p>10</p>	<p>Other duties as assigned.</p>

Supervisor Responsibilities

None at this time.

Knowledge, Skills, and Abilities:

- Utilize effective communication and listening skills, among a wide variety of audiences.
- Ability to understand LSS-SW operations, programs, goals, and initiatives.
- Ability to work in a team environment, and collaborate on projects across the fund development team. (For example, referring volunteers, accepting in-kind donations, and supporting pipeline initiatives)
- Sensitivity to Lutheran church culture, values, and theology. Willingness to embrace and learn about faith-based identity.
- Experience in Microsoft Teams environment, including ability to sync files in Microsoft OneDrive, host Microsoft Teams meetings, and create and edit Word, Excel, and PowerPoint files.
- Experience logging donor contact information, notes, and engagement in a donor database, such as Virtuous. Ability to maintain donor records with minimal assistance.

Other Requirements:

- College degree in nonprofit, business, or related field, or commensurate working experience.
- Knowledge of fund development discipline, and 5 or more years experience in fundraising or sales, with demonstrable success in donor cultivation and solicitation. Understanding of giving vehicles such as donor advised funds, qualified remainder distributions, and estate planning.

- Possess a valid Arizona Driver's license, carry automobile insurance, and good driving record
- Possess or attain a Fingerprint Clearance card
- Proof of COVID-19 vaccination, or request exemption for religious or medical reasons

Work Environment and Conditions

- Work will be focused in the Tucson metro area, but LSS-SW has many mid-level donors throughout Tucson, Green Valley, Oro Valley, Sierra Vista, and the Phoenix metro area.
- Duties can be performed remotely from home office, with frequent donor engagements at the LSS office, at donor's homes, at local congregations and public places. Will be expected to work from office about once per week, to maintain relationship with colleagues across departments, and assist with shared team duties, such as accepting in-kind donations. Other work can be done remotely, with frequent in-person donor meetings.
- Able to work frequent evenings and weekends. In such instances, schedule will be flexed to not exceed typical 40-hour workweek.
- Must be able to sit at desk or in meetings for long periods of time. Work includes a lot of time on telephone and email.

To apply go to indeed: <https://www.indeed.com/job/donor-relations-manager-9224d8084934268d>