HUMANE SOCIETY of Southern Arizona

Job Description

Job Title: Donor Relations Officer

Salary: $48,000-58,000 doe

Department: Development

Reports to: Director of Development

Effective Date: 11.02.2026

Job Summary

The Donor Relations Officer is responsible for the identification, cultivation, solicitation and stewardship of donors supporting the Humane Society of Southern Arizona. The Donor Relations Officer manages an active portfolio of donors and prospects while developing a pipeline of new donors to advance HSSA's strategic goals. They are responsible for cultivating gifts and work collaboratively across departments to strengthen donor engagement, increase philanthropic support, and enhance overall donor experience. Beyond these frontline duties, this position spends approximately 45% of their time working closely with Development and Finance colleagues to provide essential back-of-house administrative support to the Development Office. They serve as a backup to Development Coordinator, implement HSSA's donor-recognition program, manage the vehicle-donation program, and lead development volunteers in essential donor stewardship tasks.

Supervisory Responsibilities

Trains and directs assigned volunteers

Duties and Responsibilities

- Under the supervision of the Director of Development, contribute to Development revenue goals and implementing approved fundraising procedures.
- Cultivate and manage a portfolio of up to 500 individual, foundation, and corporate donors who contribute $500–$5,000 annually with responsibility for solicitation, stewardship, retention, renewal, follow-up, and CRM documentation.
- Identify, research, and qualify prospective individual donors and develop strategies for cultivation, solicitation, and stewardship.
- Conduct identification and research work to prepare donor briefings for other frontline development team members and leadership.
- Build and maintain an active pipeline of new donors through relationship-building, networking, and prospect identification.
- Conduct donor outreach through personal visits, phone calls, tours, written correspondence, and digital communications.
- Facilitate face-to-face meetings with donors and prospects to strengthen relationships and encourage philanthropic support.
- Ensure timely and meaningful stewardship activities, including donor acknowledgments, recognition, impact reporting, and ongoing engagement.

- Assist the Director of Development, board of directors, volunteer fundraisers, and other stakeholders with advancement activities.
- Monitor and manage incoming bequest intentions, triaging the appropriate staff member for follow-up and stewardship, or personally managing stewardship.
- Provide regular communication and exceptional customer service to donors at all giving levels over the phone, in writing, and in-person.
- Own and manage the donor recognition program, coordinating impact reports and ensuring donors receive promised recognition and are notified of their recognition being displayed.
- Own and manage the acknowledgement and stewardship of donors who give through alternative revenue streams such as CARS, employee giving, matching programs, etc.
- Conduct donor engagement tours on campus.
- Maintain accurate donor records and interactions within HSSA's constituent relationship management (CRM) system.
- Partner with the Marketing team to obtain approved stories, campaign materials, etc. to personalize donor outreach.
- Coordinate with outside vendors to ensure the timely and accurate creation of development deliverables.
- Support the planning and execution of special events, donor tours, and other donor-facing activities.
- Produce and run reports, mail lists, donor research, giving trends, and analysis.
- Train and manage development volunteers in tasks such as donor entry, event preparation and execution, and thank-you calls.
- Assist with processing daily donations, entering donor and donation information into CRM, and related computer databases and applications.
- Understand and abide by HSSA's gift acceptance policies.
- Represent HSSA in a professional and positive manner.
- Perform other duties as assigned.

This job description is not intended to be an exhaustive list of all duties, responsibilities, skills, efforts or working conditions or qualifications associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise or to require that other or different tasks be performed when circumstances change, for example, emergencies, changes in personnel, workload, rush jobs, or technological breakdowns in departments.

Required Skills and Abilities

- Strong customer service and front-of-house experience.
- Proven track record in fundraising and relationship management.
- Strong organizational and project management skills, with the ability to gather logistical details and develop fundraising strategies.
- Proficiency in the Microsoft Office software suite, especially Word, Outlook, and Excel.
- Bilingual proficiency in written and oral English and Spanish preferred.

Education and Experience

- Bachelor's degree or equivalent experience.
- Minimum of 3 years of experience in nonprofit donor management.
- Demonstrated success in cultivating, soliciting, and stewarding donors.
- Demonstrated ability to handle sensitive donor information with a high level of accuracy, confidentiality, discretion, and sound judgment.
- Ability to work both independently and collaboratively in a cross-functional environment, building effective relationships with internal and external stakeholders.
- Experience volunteering or working with an animal welfare organization preferred.

Physical Requirements

- Sedentary office environment; Long periods of sitting required.
- Work is performed in a shelter or community environment.
- Must be able to handle animals of various sizes and temperaments.
- Exposure to zoonotic diseases, loud noises, and outdoor weather conditions is common.