



# PARKER COUNTY CENTER OF HOPE

## Job Description Donor Relations Manager

**Reports to:** Chief Executive Officer

**Job summary:** The Donor Relations Manager is part of the development team and responsible for implementing the donor relations strategy in conjunction with the Chief Executive Officer. This position supports the development team's efforts to broaden Center of Hope's donor base (individuals, businesses, and churches), along with supporting direct response activities generating a growing revenue stream for the organization. The Donor Relations Manager also provides administrative support to the development team to ensure effective data management and reporting and donor stewardship efforts (acknowledgements, meeting requests, printed materials). In addition, this position contributes to developing and implementing messaging to existing and prospective donors, continually adapting a strong and compelling case for support.

**Direct reports:** Development Assistant

### **Essential Functions:**

- Implements a comprehensive donor relations strategy that support Center of Hope's short and long-term fundraising goals
- Manages the stewardship process regarding the acknowledgement, recognition, ongoing communications, and continued cultivation of past and current donors to enhance their relationship with Center of Hope and increase the likelihood of continued contributions
- Develops and strengthens donor revenue by identifying new and innovative ways to give
- Maintains and manages donor software, including updates of donor records, utilization of the moves management module, entering contact notes, and creating reports
- Assists in creating content for donor communication (thank you notes, websites, newsletters, campaigns, etc.)
- Manages fundraising events, including the bi-annual Celebration of Hope Gala
- Engages current and potential donors in Center activities, working collaboratively with the Community Engagement and Volunteer Coordinator
- Participates in regular meetings of the Development Team and supports the work of the team in all areas
- Represents Parker County Center of Hope at community events, such as chamber luncheons and outreach activities
- Attends and participates in departmental and Center of Hope meetings and professional development activities as directed
- Other fundraising and donor stewardship support and administrative responsibilities, as requested by the CEO

### **Minimum Qualifications:**

- Strong communication and interpersonal skills
- Exceptional project management, organizational and time management skills, with an ability to prioritize and manage multiple projects simultaneously, seeing projects to completion on deadline and with quality

- Creativity as well as analytical ability to maximize program outcomes and track for strategic and process improvements
- Self-motivated with the ability to work independently as well as effectively as part of a team, instilling confidence and trust among fellow staff and external constituents
- High ethical standards, discretion, and confidentiality in working with donor information
- Proficient in computer literacy, including Microsoft Office Suite
- Bachelor's degree preferred
- Prior experience in donor management software preferred
- Actively involved in a Christian church; personal life reflects strong Christian principles
- Able to convey a high degree of leadership, commitment, and passion for Center of Hope's mission
- U.S. citizenship or permanent residency; legally authorized to work in the US

**Work week expectation:**

- This is a full-time, non-exempt position of approximately 30 hours per week.
- The work week is Monday-Thursday; although primary working hours are during the day, on occasion, some evening and/or weekend work may be required to complete tasks.
- Time spent representing COH or conducting other center business away from the main buildings shall be included in the hours of work listed.

**Physical Requirements of Position:**

- Prolonged standing and walking, as well as sitting at a desk and using a computer
- Physically able to bend, stoop, and lift in order to facilitate job responsibilities noted herein
- Must be able to safely routinely lift boxes, bags and donated items weighing up to 10-15 pounds, and occasionally heavier items as needed, using appropriate equipment and designated safety protocols
- Vision and hearing must be sufficient to interact with other staff, volunteers, donors and participants and to carry out the responsibilities of the job as noted herein.

In addition to the statements provided in this Job Description, the following Core Values are an integral part of working at Center of Hope. With your signature, you indicate your agreement to the contents of this document as well as the Core Values stated below.

**CORE VALUES**

- **Calling:** The belief that God has called you to serve at Center of Hope in this assigned role.
- **Character:** You possess a sense of ownership in this role. You display integrity in everything you do.
- **Chemistry:** Your values are in close harmony with the mission of Center of Hope. You are able to work well with the team and build unity.
- **Competence:** You have the critical skills and gifts necessary to perform this role successfully and are willing to use them.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

*The statements in this job description describe the general nature and level of work being performed by the employee. They are not an exhaustive list of responsibilities, duties, or skills required and they do not establish a contract for employment. This job description is subject to change at the discretion of the employer with or without notice.*