



Donor Relations Manager Job Description

Title: Donor Relations Manager

Department: Philanthropy

Classification: Non-Exempt, Hourly

Reports to: Vice President of Philanthropy

Revised: 4/2021

Summary: As an integral part of the Philanthropy team, the Donor Relations Manager will cultivate, steward, and expand the relationships between the organization and its donors at various levels providing extraordinary service to donors and exceeding expectations in the areas of maintaining and managing donor information. Responsibilities include developing and maintaining donor relations strategies, identifying, and communicating organizational needs for donor support, ensuring proper tracking of donations, timely donor recognition, and community outreach to engage new supporters. Some evenings and weekends required.

Essential Duties and Responsibilities:

- Achieves annual fundraising goals with assigned constituents including donor participation rates at the low to mid-level donor range.
- Works with VP of Philanthropy to create solicitation and year-round engagement strategies with assigned constituents that focus on retaining current donors, attracting new donors, and increasing revenue, overall engagement, and ROI.
- Discovers donor companies' corporate social responsibility and/or workplace giving objectives, identifying opportunities that align with UCP-OC's goal, and work with Community Outreach Manager to create engagement initiatives and opportunities.
- Ensures accuracy and timeliness of account data input for assigned constituents.
- Provides input into long-term strategic fundraising plans, including growth planning.
- Provides input into annual fundraising plan.
- Attends community events as a UCP-OC representative and speaker, as needed.
- Contributes to regular brainstorming on innovative, unique, and personalized stewardship communications and experiences.
- Researches and communicates emerging trends and best practices in donor engagement and stewardship.
- Works collaboratively with philanthropy team to meet annual revenue and engagement goals.
- Other duties as assigned.

Education and Work Experience:

- Bachelor's degree preferred, though relevant experience may be considered in lieu of a degree.
- A minimum of three years of progressive development and fundraising experience in a nonprofit setting required.
- Proven history of managing donor portfolios and making successful asks of at least \$1,000.
- Experience with successful donor identification, cultivation, solicitation and stewardship required.

- This position requires local travel. Must provide proof of valid CA driver's license and automobile insurance upon hire & at expiration thereafter. Must have a reliable means of transportation.
- Complete/provide proof of negative tuberculosis test result; maintain clearance every two years.

Knowledge and Skills:

- Proficiency in Microsoft Office Suite and Internet, including ability to efficiently create and manipulate Excel data, as well as mail merging.
- Proficiency or 1 to 2 years hands-on experience with Raiser's Edge database software preferred, or similar donor management system.
- Good writing, grammatical, punctuation, spelling and proofreading skills.
- Communication skills including strong interpersonal skills, and ability to speak, read and write effectively in the English language.
- Ability to work both collaboratively and independently.
- Ability to organize, prioritize and meet deadlines.
- Ability to multi-task, and deal with frequent interruptions.
- Ability to exercise independent judgment and reach logical, practical decisions.
- Ability to maintain confidentiality and exercise discretion.

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.

Ability to perform various tasks including stand; walk; sit; use hands; reach; climb stairs; balance; stoop, kneel, crawl or sit on the floor; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds.

Hearing - able to hear the general public, including consumers and supervisors.

Visual – able to see using close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to work with moderate noise level in the work environment.

UCP-OC is an Equal Employment Opportunity (EEO) employer: We prohibit unlawful discrimination on the basis of any characteristic protected by applicable local, state or federal law.

Interested applicants may send their resume and cover letter to development@ucpoc.org.