



of Greater Indianapolis

## Donor Relations Manager

### Position Description

The mission of Girls Inc. of Greater Indianapolis is to inspire all girls to be strong, smart, and bold. We empower girls to be confident in themselves, prepared for their futures, and ready to take their places in the world. The Girls Inc. of Greater Indianapolis team is seeking a dynamic Donor Relations Manager to serve on the Development team.

The Donor Relations Manager manages the daily operations of the Development department, including implementing a robust development plan. The Donor Relations Manager is responsible for leading key aspects of the Girls Inc. development department support functions, including donor marketing, direct mail, communications, events, prospect management, gift processing, donor stewardship, and benefit fulfillment. The Donor Relations Manager provides crucial support functions to enable the development team to meet or exceed fundraising goals, in support of the achievement of Girls Inc. mission and strategic plan. As a member of the management team, the Donor Relations Manager must operate with the highest level of passion for the mission, integrity, and professionalism.

Supervisor: Vice-President

Supervisees: Development Coordinator

Exempt

Full-time

Seasonal

Non-Exempt

Part-time

### Major Areas of Responsibilities

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

#### Fund Development

- Leads the development department stewardship program, including overseeing policies and procedures that inform donor benefits and recognition. This includes fulfillment of Girls Inc. Indy’s corporate sponsorship program, grant management, and grant reporting. Ensures appropriate message alignment, accurate acknowledgement, and accurate benefit fulfillment. Provides exceptional customer service to all donors.
- Executes several large donor cultivation and acquisition direct mail campaigns throughout the year. Includes mailing letters, phone calls, and emails. Works closely with marketing division colleagues to assure key development messages align with the Girls Inc. brand pillars and will increase contributed revenue to Girls Inc. of Greater Indianapolis.
- In congress with the Vice President, oversees the identification, research, cultivation, communication, solicitation, acknowledgment, and stewardship of individual, corporate, foundation, and other institutional funders donors at all levels to achieve fundraising goals. Sustains strong relationships with a diversity of donors.
- Manages the online donor database. Ensures appropriate strategies for the capture of critical data to effectively analyze and share data across the organization to achieve revenue growth, increased customer satisfaction and cost efficiencies.
- Responsible for managing donor services elements of the Girls Inc. annual and strategic plans, including prospect research, gift receipting, gift acknowledgements, and record keeping of pledge agreements/gift agreements.
- Manages the information-sharing processes between Development and Accounting departments to ensure accurate and timely reporting, and to identify efficiencies on an ongoing basis.

Inspiring all girls to be strong, smart, and bold

- In congress with department colleagues, supports development department events and large public fundraising campaigns.
- Ensures maintenance and continuous improvement of Development Department systems (departmental process improvement, grant timelines, summaries, files, etc.).
- Works in collaboration with volunteers and community partners where required.
- Ensures that all donor information is maintained with respect to confidentiality. Ensures that critical information is available and communicated to the appropriate individuals.
- Continues personal professional growth through participation in community organizations and philanthropic associations.

#### **Department and Agency Leadership**

- Serves as a vital member of the management team by staying abreast of agency-wide issues and contributing to the development and achievement of the agency's long-term vision, positive culture, and strategic operating plans.
- Develops an effective relationship with the Girls Inc. Board, responding to information requests in a timely manner. Participates in Development Committee and Task Force meetings as needed.
- Collaborates with Program staff to understand their objectives and integrate those objectives in Development strategies and functions.

#### **Additional Responsibilities**

- Performs other duties as assigned by the Vice President.

### **Required Knowledge, Skills & Abilities**

#### **Critical and Demonstrable Skills**

- Strategic thinking and ability to develop an effective long-term strategy and vision. Ability to inspire and engage others around a shared vision and strategy.
- Donor relationship-building and solicitation skills; able to develop new, retain existing, and deepen the engagement of donors/funders and volunteers.
- Demonstrated ability to execute sophisticated direct mail campaigns.
- Effective analytical, problem solving, and decision-making skills (can gather and analyze data and information, track trends, and draw conclusions).
- Skilled in fulfillment and stewardship best practices.
- High detail orientation and accuracy.
- Effective listening, verbal, written, and people skills.
- Proficiency in database administration (along with various other computer-based software).
- Proactive in anticipating and alerting others to problems with projects or processes.
- Takes initiative and needs little supervision and a willingness to engage in self-learning.
- Able to work well in a team environment.
- A persistent self-motivator who can work with minimal oversight and achieve team goals on a consistent basis.

### **Education & Experience**

- Bachelor's degree: CFRE and/or Master's degree preferred.
- Three years of proven experience in fundraising, sales, project management, and/or marketing including demonstrated solicitation experience.
- Professional experience in preparing grant reports required.
- Intermediate knowledge of technology equipment and applications required.
- Experience with Bloomerang donor software preferred.

**Interested candidates should submit a cover letter and resume to [careers@girlsincindy.org](mailto:careers@girlsincindy.org) with the subject line of Donor Relations Manager.**