



Job Description

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| Title: | Donor Relations Manager |
| Status: | Full-time Exempt Mon-Fri. Evenings & weekends as needed for special events & meetings |
| Reports to: | Chief Development and Strategy Officer |
| Supervises: | Development and Communications Coordinator |
| Salary: | Commensurate with experience |

Job Description

In order for LPCS programs to reach their maximum potential, Guests need a stable, safe, healthy, positive place in which to make life changes. The Donor Relations Manager is responsible for managing gift processing, gift acknowledgement, pledge fulfillments, and donor records in the donor database. The Donor Relations Manager also plays a major role on the planning and execution of special events and cultivating individual gifts. The Donor Relations Manager will be a dynamic team player, with strong organizational skills, attention to detail, and an ability to navigate a fast-paced environment.

Responsibilities

Development

- Overall Raiser's Edge database management, inclusive of gift processing, data entry, and gift acknowledgements for all gift types and serving as a liaison between LPCS and Blackbaud
- Oversee and provide training to the Development & Communications Coordinator in assisting with Raiser's Edge management
- Manage donor acknowledgement through personal notes, letters, other mailings, and strategic recognition efforts (or by giving information to solicitor); Advise the Chief Executive Officer and Chief Development & Strategy Officer on opportunities for engagement in this process.
- Work collaboratively with Director of Finance to ensure that gifts are coded and allocated correctly on all platforms
- Manage the capital campaign pledge fulfillment process and assist with donor recognition (donor wall/plaques)
- Manage the Annual Appeal dissemination and gift entry process, inclusive of support with board member and development committee engagement. Provide input to the Chief Development & Strategy Officer to assist in developing and executing the annual appeal communications and content strategy.
- Support the Chief Development & Strategy Officer with the LPCS Board/Development Committee's fundraising efforts, projects, and meetings
- Manage relationships with Individual donors/organizations as assigned by the Chief Development & Strategy Officer, inclusive of all relationships personally cultivated
- Actively engage in prospect development, stewardship, cultivation, and donor retention under direction of supervisor, inclusive of meeting with donors, prospects, and partners in partnership with or in lieu of the Chief Development & Strategy Officer and/or Chief Executive Officer as assigned
- Contribute to overall development strategy, including finding new opportunities for increasing revenue
- Execute fundraising priorities and projects as assigned
- Assist with pipelining volunteers into donors and vice versa
- Other duties as assigned

Fundraising & Special Events

- Manage event websites and registration; provide updates and track progress toward goals

- Work in partnership with Chief Development & Strategy Officer on planning and execution of special events including annual large-scale fundraising events, stewardship events, small-scale fundraisers, and other events and activities
- Support fundraisers and events by assisting with logistics, sponsorship solicitation, in-kind donation solicitation and acquisition, and promotions
- Staff special events with Development team
- Create and manage event materials that streamline event planning, check-in, and follow-up
- Assess event impact and success and evaluate opportunities for improvement
- Prepare reports for Board of Directors, Executive Director, grants, or record keeping purposes as needed
- Other duties as assigned

Communications

- Provide supervision and direction to the Development & Communications Coordinator in the development and implementation of all social media calendars and content
- Design fundraising event collateral (invites, sponsorship packets, etc.) and assist with event communication as needed
- Assist in and/or provide feedback on developing content for donor-focused communications as assigned (emails, e-blasts, presentations, letters, remarks, etc.)
- Manage the donations page on the LPCS website and assist with other web content as assigned
- Other duties as assigned

Administration

- Adhere to all agency policies
- Attend scheduled staff, supervision, and team meetings
- Work collaboratively with other departments and colleagues
- Serve as a champion for LPCS mission
- Other duties as assigned

Qualifications

- Bachelor's degree or equivalent experience required
- 1-3 years of nonprofit experience required
- Prior event planning experience strongly preferred
- Strong written, interpersonal, and customer service skills
- Ability to work with donors, Board of Directors members, volunteers, staff, and external partners
- Willingness to maintain investor confidentiality
- Experience with database management and commitment to data integrity
- Commitment to improving the life experiences and outcomes for our neighbors experiencing homelessness
- Excellent judgment and creative problem-solving skills
- Interest in and ability to contribute to an environment of inclusion and belonging through experience, knowledge, and skills
- Entrepreneurial team player who can multitask

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