Donor Relations & Operations Manager - Development (full-time)

Salary Range: $59,321.60 – $96,054.40 Annually

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PURPOSE OF JOB

The Development team works on behalf of the Columbus Metropolitan Library (CML), which is publicly funded, to facilitate the work of the Columbus Metropolitan Library Foundation (CMLF), a 501(c)3 organization. The goal of the Donor Relations and Operations Manager is to express gratitude to supporters for their financial contributions and volunteer service. S/he stewards donors and members through a wide variety of programs and publications as well as ensuring effective and efficient gift processing and reporting.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Designs, documents, and implements a systematic and integrated donor relations program.
2. Establishes and manages information tracking processes regarding acknowledgement, recognition, ongoing communications and continued cultivation of past and current donors and members to enhance their relationship with the library and increase the likelihood of continued contributions.
3. Assists with planning, delivery and evaluation of special events; supports these events as necessary including primary ownership as well as tactical support and communicates details to internal and external customers.
4. Serves as project manager for annual fundraiser.
5. Serves as liaison with library Marketing team; advises on and facilitates the recognition of donors and members in both print and Web-based publications; serves as project lead for CMLF website.
6. Works collaboratively with gift officers to compose letters, compiles appropriate invitation lists, engages featured program participants, creates programs and provides program materials, prepares program scripts and participant remarks and creates and/or obtains awards and recognitions.
7. Manages portfolio of donors who are in permanent stewardship (i.e. planned giving donors) or for renewal of leadership annual gifts.
8. Oversees fund utilization; educates, trains and assertively addresses underutilized funds by establishing sustainable processes and active partnerships that will deliver the highest level of accountability and impact reporting to our donors and members.
9. Maintains online profiles, including Charity Navigator, Guidestar, and Columbus Foundation’s Power Philanthropy.
12. Assists with final reports for grants and other writing needs.
13. Reviews new fund agreements to establish and oversee short and long-term criteria and fund deliverables for stewardship purposes.
14. Supervises the Database Coordinator, by setting individual performance measurements, reinforcing individual accountability.
15. Other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

1. Bachelor’s degree required.
2. 3-5 years of progressive nonprofit donor relations experience.
3. Excellent verbal and written communication skills including the ability to write clearly and succinctly in a variety of communication settings and styles.
4. Proven skills and ability to manage multi-phase projects from inception to completion, including the ability to build consensus among team members and balance multiple concurrent priorities in a deadline-driven environment.
5. The ability to work independently and as part of a team; detail oriented, well organized, focused and goal-oriented, with a high level of initiative and energy, as well as problem solving skills.
6. Prior experience in accounting and database management as well as knowledge of CRM database required; Raiser’s Edge experience preferred.
7. Extremely important are the knowledge and ability to create, execute and/or support, and oversee a comprehensive donor acknowledgement and recognition plan, including advising on complex and carefully orchestrated cultivation events and programs for the major donors.
8. Experience working closely with high level volunteers.
10. Ability to operate library technology including personal computer, email, software programs (i.e. Windows/Microsoft Office) and other job related equipment and systems.
11. Ability to utilize reliable transportation to promptly report to job assignment and other locations, per job requirements.

WORKING CONDITIONS AND PHYSICAL DEMANDS

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe workplace practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, and/or working in moderate outdoor weather conditions).

Work requires minimal demand for physical effort.