

I. Donor Relations Manager

Reports to: Vice President of Development

A. Job Overview

The Encouragement Media Group Donor Relations Manager must, first and foremost, be able to effectively minister and communicate to listeners and others in the community the heart of what it means to follow Jesus Christ wholeheartedly. This must come, not simply from head knowledge, but from a vibrant and active daily walk with Jesus Christ as personal Savior.

Reporting to the VP of Development, this professional should enjoy building personal relationships with donors. They must be a forward thinker, great with detail and strategic planning as it relates to fundraising and coordinating non-profit ministry donations. They must love people and love connecting donors by inviting them into opportunities to make an eternal impact.

This role involves organizing large-scale fundraising initiatives with the VP of Development and building relationships with donors. The Donor Relations Manager will assist our VP of Development with implementing major giving and planned giving fundraising strategies.

Our ideal candidate will have a bachelor degree and/or a minimum of five years fund development experience. They should be comfortable and proficient with CRM nonprofit software, donor databases and other fundraising technologies to use in their daily job duties.

B. Key Responsibilities

1. Analyze current systems in place for tracking and recognizing donors
2. Manage the Development office: making recommendations and implement systems for more efficient operation of the Development office.
3. Schedule regular donor appointments for VP of Development.
4. Implement a donor care plan for each of our major donors, ensuring that our CRM software is used to its fullest to create tasks and reminders that make us more effective.
5. Make appointments for VP of Development.
6. Make and execute a plan of care for a set number of donors for which you will be the primary ministry contact.
7. Plan and evaluate fundraising campaigns, strategies and activities.
8. Evaluate each fundraising activity ROI (direct mail, social, in person visits, on-air fundraisers, etc.) to determine best strategy moving forward.
9. Identify and steward existing donors to deepen our ministry's relationship with them while effectively communicating ministry donation opportunities.

10. Communicating our ministry mission and donation opportunities with donors during in-person visits, during ministry tours, at events, via email, phone and social media.
11. Being aware of personal details of a prospective or current donor in order to be more connected and caring during donor visits.
12. Answering donor correspondence and inquiries in a timely fashion.
13. Staying on top of fundraising trends in the non-profit community in East Texas and nationally.
14. Soliciting and acquiring business sponsorships for Encouragement Media Group.
15. Coordinating and implementing business sponsor on-air acknowledgment.
16. Utilizing our CRM Automation Workflow to achieve an effective communications strategy. Ensure that our Community Outreach department, Programming department and Development department communications with donors/listeners are planned, executed and coordinated effectively using the CRM Automation Workflow strategy.
17. Use prospect research tools and our donor database to build and deepen donor relationships with our ministry.
18. Creating donor engagement materials for the Encouragement Media Group.
19. Staying on top of donor communication strategies and best practices for all channels of communication.
20. Assist in developing strategies for giving opportunities in all areas of East Texas served by Encouragement Media Group.
21. Management of projects assigned by VP of Development.
22. See that thanking policies and procedures are carried out.
23. Administrative liaison for VP of Development.
24. Assist in planning for giving appeals: written, on-air, social, web and email.

B. Job Requirements

- Self-starter / take ownership / a “go getter.”
- Project development, implementation and evaluating skills.
- Excellent problem-solving ability.
- Excellent written, verbal and interpersonal skills.
- Time management and flexibility with job duties.
- Fundraising software and tools expertise.
- Creative and flexible.
- Donor and volunteer service mentality.
- Organized and inspiring team member.
- Effective relationship building skills, able to interface well with donors, board members volunteers and co-workers.
- Meticulous and effective managing of calendars and coordinating appointments.
- Attention to detail.
- Outstanding clerical skills and proficient in Microsoft Word, Excel, and PowerPoint.

II. Ministry Qualifications

- A born again believer of Jesus Christ with a strong and growing walk with the Lord (Romans 3:23, Romans 6:23, Romans 5:8, Romans 10:13, Romans 10:9-10)
- A heart for service, with Jesus Christ serving as our example (John 13:1-17)
- Committed to uphold and integrate the Encouragement Media Group model of pointing people to Jesus as a core process and belief. This includes communicating the heart of the Gospel while with listeners in person, by phone, social media, letter or other form of communication. (Mark 16:15, Psalm 96:3)
- Willingness and eagerness to pray to God the Father, through His Son Jesus Christ, verbally (out loud) for and with fellow staff members, listeners and people in the community.
- Ability to answer basic questions about the Christian faith and explain to someone how they can become a Christ-follower
- Agreement with and a willingness to hold to the Encouragement Media Group Statement of Faith in both belief and practice
- Willing and committed to hold to the policies outlined in our Employee Handbook

C = Constantly (At least Daily) **F** = Frequently (At least Weekly) **O** = Occasionally (At least Monthly)
R = Rarely (Annually)

*Essential Physical Effort / Working Conditions Marked with an asterisk *

Physical Demands:

Vision/Sight/Hearing:

Physical Strength:

Standing*	F	Vision-Far Acuity*	F	Sedentary Work*	C
Walking*	F	Vision-Near Acuity*	C	Light Work*	C
Sitting*	C	Vision-Depth Perception*	C	Medium Work	F
Lifting*	F	Vision-Peripheral	C	Heavy Work	F
Carrying*	F	Color Vision*	C	Very Heavy Work	R
Pushing*	O	Listening*	C	Amount / pounds lifted*	50
Pulling*	O	Hearing Acuity	C	Amount / pounds carried*	40
Climbing	O	<u>Environmental Conditions:</u>			
Balancing	O	Extreme Cold	R		
Stooping	O	Extreme Heat	R		
Kneeling	O	Temp Changes	R		
Reaching*	F	Humid	O		
Fine-Motor Handling*	C	Noise*	F		
Time-Sensitive Reactions*	C	Vibration	O		
Feeling*	C	Work Alone and Around Others*	C		
Talking*	C	Time-Sensitive Deadlines*	C		
Rep. Motion*	C	<u>Travel Requirements:</u>			
Eye / Hand Coordination*	C	Local day trips*	C		
Eye / Foot Coordination	F	Overnight	O		

I understand the requirements of this Production Director/On-Air Host and am capable of performing these tasks.

Signature: _____

Date: _____