



## Director of Donor Engagement

<b>Title:</b>	<b>Director of Donor Engagement</b>
<b>Reports to:</b>	<b>Senior Vice President of Development</b>
<b>Classification:</b>	<b>Regular Full-time Exempt</b>
<b>Travel:</b>	<b>Up to 20%</b>
<b>Last Revised:</b>	<b>December 2020</b>

### JOB DESCRIPTION

#### **Summary/Objective:**

The Director of Donor Engagement is responsible for leading the donor engagement team to sustain and grow NBCF's annual individual and recurring giving efforts by implementing donor engagement strategies and best practices. This position is responsible for driving the identification, cultivation, solicitation and stewardship of individual and, particularly, high net worth prospects, foundations and donors.

#### **Essential Functions:**

- Implements strategies to grow a sustainable base of individual donors
- Develops and manages identification, cultivation, solicitation and stewardship strategies for individual and foundation charitable giving
- Continuously improves and significantly grows NBCF's recurring monthly giving program
- Develops and refines moves management plans for major donors incorporating leadership involvement in cultivation and continued giving
- Tracks and reports on activity and results; develops and utilizes tracking model
- Partners with marketing on messaging and CRM tracking/management for donor communications and continuous touch points
- Refines and cultivates an individual donor database, ensuring accurate tracking, timely data and relevant attribution
- Oversees wealth analytics system and measuring metrics for identifying high net worth donors
- Acts as the voice for NBCF's outbound individual donor cultivation emails and responses
- Develops and manages donor recognition systems and programs
- Gathers information and provides grant writing as needed to secure gifts from foundations, trusts, and other opportunities
- Monitors donor engagement and move management caseload numbers and efficiency for donor engagement team members
- Provides direction and support with donor-focused special events and fundraisers

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**Supervisory Responsibilities:**

- Directly supervise 1-2 employees within the donor engagement team
- Carry out supervisory responsibilities in accordance with company policy and applicable laws
- Lead in interviewing, hiring, and training employees in partnership with HR
- Plan, assign, and direct work while managing performance
- Address complaints and resolves disputes as needed
- Provide industry training and professional development

**Competencies Required:**

<b>Competency</b>	<b>Description</b>
Communication	Skilled at communicating up, down, sideways, all around...expresses oneself clearly with written, oral, and interpersonal communication.
Problem Solving	Uses logic, with the end result in mind, to tackle a problem swiftly and come up with a plan to solve it.
Initiative	Identifies what needs to be done before being asked or before the situation requires it.
Results Oriented	Sets challenging goals, understands what resources need to be involved to achieve results, and meets or exceeds goals.
Team Player	Offers support for others' ideas and proposals; seeks opportunities to serve and jump in when needed; gives honest and constructive feedback.
Job Skill	Demonstrates depth of a knowledge and skill in a technical area related to their job.
Developing Others	Delegates responsibility and works with others; coaches them to develop their technical skills or competencies.
Fosters Teamwork	Works cooperatively with others on a team; as a team leader, the ability to demonstrate success in getting people to collaborate together.
Decisiveness	Makes difficult decisions swiftly and considers impact of the decisions to the business and the employee(s).
Empowers Others	Exudes confidence in employees' ability to be successful, gives employees' freedom to decide how they will accomplish their goals and resolve issues.
Customer Orientation	Demonstrates concern for satisfying one's external and/or internal customers; service-oriented and exhibits servant leadership.
Influencing Others	Earns others' support for ideas, proposals, projects, and solutions.
Mobilizing Change	Supports innovation and organizational change; drives change forward and enables others to successfully manage through change.
Analytical Thinking	Breaks down a complex problem with a logic, systematic approach while considering the impact to the organization and employee/customer.
Business Acumen	Understands the ins and outs of business operations, how an organization makes money, and their role in that process.
Interpersonal Savvy	Notices and anticipates others' well-being and feelings, skilled at managing conflict resolution, and fosters a strong rapport with others.

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**Qualifications:**

- Team player, willing to help and support other employees and departments, engage in staff events, and demonstrate company values
- Bachelor's degree (B.A.) or equivalent
- Over eight years of experience
- Proficient in Microsoft Office Suite
- Proven track record of successful major gifts cultivation and solicitation (5, 6, and 7+ figures)
- Demonstrate knowledge in areas of estate planning and income, estate, and gift tax laws
- Strong experience with CRM platform(s) such as Salesforce
- Demonstrate proficiency in supervising, motivating, coaching and leading subordinates
- A robust network with foundations, major donors and key influencers is highly desired
- Experience with capital campaigns is a plus
- Non-profit experience, volunteering, or strong community involvement a plus

**Physical Demands and Work Environment:**

- Domestic travel up to 20%
- Occasional evening and weekend attendance at local, offsite events
- Continually required to talk or hear
- Frequently required to sit, stand, and/or walk
- Frequently required to utilize hand and finger dexterity
- Frequently utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Occasionally required to lift/push/carry items less than 25 pounds
- Occasionally exposed to outside weather conditions

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