



ROCKY MOUNTAIN CONSERVANCY POSITION DESCRIPTION

JOB OVERVIEW

Position Title: Donor Services Manager

Reports To: Director of Philanthropy

Department: Donor Services

Position Type: Hourly (Non-Exempt), Full Time – 40 hours a week

Compensation and Benefits: \$26.44/hr. - \$28.85/hr. depending on experience

- Benefits plan available. This includes but not limited to Medical, Vision, Dental, STD, LTD, 401k, Paid Holidays and sick and vacation accruals.

Potential for Advancement: Yes

JOB DESCRIPTION

Position assists the Executive Director and Director of Philanthropy in the implementation of an annual development plan that incorporates appeals, campaigns, grants, membership, and special events. Position plays an integral role in fundraising growth and donor retention by providing skilled database management, strong analytical skills and overseeing all aspects of the Donor Services department.

Essential Duties/Responsibilities

1. Performs day-to-day database management with Raiser's Edge to insure accurate, efficient data entry, donor record updates, and reporting.
2. Reviews, develops and helps create systems and processes to integrate donor services operations into the database.
3. Works to increase database functionality; revising methodologies and standardizing operating procedures.
4. Oversees the daily implementation of gift processing as it relates to the database, including new memberships, renewals, and donations.
5. Acts as a point of contact for Donor Services by answering member/donor questions regarding membership status, payments, transactions, etc.
6. Helps to track and identify donor trends and relationships to positively influence fundraising strategies.
7. Strategically utilizes the database to help drive membership and fundraising growth.
8. Analyzes the performance of fundraising appeals, campaigns, events and strategies.
9. Works with the Director of Philanthropy and Director of Finance to review, develop and create processes to support fundraising operations and activities.
10. Provides accurate donor reports and tracking, including generating queries and contact lists for donor solicitations, at the request of the Philanthropy Director.
11. Writes, prepares, and oversees the delivery of timely donor gift acknowledgement.

Other Duties/Responsibilities

1. Assists in managing the department's website content.
2. Assists the Donor Services staff as needed with data entry and donor gift acknowledgement during appeals and campaigns.
3. Trains all Raiser's Edge users in accurate data entry.
4. Other duties as needed.

Supervisory Duties

Oversees Donor Services staff; including hiring, scheduling, timesheets review, training and performance review.

JOB QUALIFICATIONS

Knowledge, Skill and Ability

This position requires strong analytical skills, experience managing a database, attention to details, and a desire to provide excellent customer service.

1. Excellent written skills and knowledge of communications principles. Strong listening and professional verbal communication skills are a must.
2. Ability to work both independently and collaboratively with a team.
3. Outstanding organizational skills and the ability to work in a multi-task environment with competing priorities with minimal supervision are essential.
4. Ability to learn new computer programs.
5. Must be provide valid documentation of being fully vaccinated against Covid-19 (Coronavirus).

Computer Skills

Requires excellent, demonstrated working knowledge of current Microsoft Office applications. Raiser's Edge database or other donor database experience is required.

Education or Formal Training

Bachelor's Degree preferred, though relevant experience may be substituted, additional professional training/certification is desirable.

Experience

1. Demonstrated experience in donor services.
2. Demonstrated writing experience.
3. Minimum of 2 years of data management experience and skills, preferably with a donor database such as Raiser's Edge, including data entry and query design.

Material and Equipment Directly Used

The position requires the use of computerized equipment, telephones and other typical office equipment.

Working Environment/Physical Activities

Revised: December 2021

Some weekend and evening hours are required. Ability to sit for extended periods of time required. Occasional travel in Colorado and nationally may be required.

NOTE: THIS JOB DESCRIPTION IS NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL DUTIES, RESPONSIBILITIES OR QUALIFICATIONS ASSOCIATED WITH THE JOB.