

## ROCKY MOUNTAIN CONSERVANCY POSITION DESCRIPTION

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### JOB OVERVIEW

**Position Title:** Donor Services Manager

**Reports To:** Director of Philanthropy

**Department:** Donor Services

**Position Type:** Hourly (Non-Exempt), Full Time – 40 hours per week. 90-day in-office training period in Estes Park, followed by the option to work up to two days per week remote based on performance

**Compensation and Benefits:** \$26/hr. - \$33/hr. depending on experience.

- Benefits plan available. This includes but is not limited to Medical, Vision, Dental, Disability, 401k plan after 1-year, paid holidays as well as sick and vacation hour 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 appeal, campaigns, grants, membership, and special events. Position plays an integral role in fundraising growth and donor retention by providing skilled database management, email marketing management and execution, strong analytical skills, and overseeing all aspects of the Donor Services department. This role oversees the department's website, currently in WordPress, working as an independent contributor and with a contracted web development team.

#### Essential Duties/Responsibilities

1. Performs day-to-day database management with Raiser's Edge to ensure 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 print and digital fundraising appeals, campaigns, events, and strategies.
9. Works with the Director of Philanthropy and Finance Manager 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. Creates Philanthropy Department dashboards for Philanthropy Committee and Conservancy Board Meetings.
12. Writes, prepares, and oversees the delivery of timely donor gift acknowledgement.
13. Manages the Philanthropy Department's website content, including event registration, staff bios, job listings, content, and images.
14. Spearheads the donor remit process, including processes related to the Conservancy's Finance Dept., troubleshooting, and reporting.
15. Assists with local and regional event planning and execution.

#### **Other Duties/Responsibilities**

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

#### **Supervisory Duties**

Oversees Donor Services staff (currently one team member); 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.

#### **Computer Skills**

Requires excellent, demonstrated working knowledge of current Microsoft Office, including use of SharePoint. Experience managing a CRM or donor database required, Raiser's Edge experience is preferred. Experience with WordPress preferred. Google AdWords and Meta Business Suite are a plus.

#### **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 customer service. Database or CRM management a plus.

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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 or similar CRM, 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**

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.**