



808 Aviation Parkway Suite 900 | Morrisville, NC 27560

**Donor Relations Manager  
November 2022**

### **THE ORGANIZATION**

For almost 25 years, Big Brothers Big Sisters of the Triangle (BBBST) has been Eastern North Carolina's premier mentoring organization, defending the potential of the future leaders of our community by matching youth (Littles) with committed adult mentors (Bigs). Each time BBBST pairs a child with a role model, we start something incredible: a one-to-one relationship built on trust and friendship that can blossom into a future of unlimited potential. We believe that all youth have the ability to overcome obstacles, and we advocate for them to explore the endless possibilities of what they can accomplish. We create mentoring relationships that ignite the power and promise of youth and develop a village of support that helps maximize the likelihood that a Big Brothers Big Sisters relationship will thrive.

### **THE OPPORTUNITY**

**Position Overview:** Big Brothers Big Sisters of the Triangle is seeking a motivated and driven Donor Relations Manager (DRM) to join our Development Team. The Donor Relations Manager will have a critical role in building and sustaining an annual, diversified fundraising and marketing campaign. They will collaborate with the Director of the Development (DOD) to ensure effective and timely donor stewardship and cultivation, while also maintaining pristine records, including but not limited to managing the agency's donor database, Salesforce; processing acknowledgment letters; coordinating donor benefits and deliverables, and maintaining accurate reports of donor communications and outreach. The DRM will assist in implementing and enhancing engagement and fundraising initiatives with the goal to grow both revenue and the agency's current and prospective donor base. They will have the ability to work with a high degree of independence, ownership and accountability while maintaining a clear vision of how each project supports the agency's mission.

**Passion for the Mission:** The Donor Relations Manager will embrace and embody the mission of Big Brothers Big Sisters of the Triangle and its commitment to empowering and inspiring every young person to reach their full potential. They will flourish in a mission-driven environment, working at a local affiliate agency of a national organization while continually innovating to help expand the reach of the BBBST fundraising strategy.

**Commitment to JEDI:** It's not enough to say we are committed to justice, equity, diversity, and inclusion (JEDI). We have to work intentionally and diligently to bring about change. To empower the potential of all young people, we have to ensure all young people have the opportunity to have a strong mentoring relationship in their lives. We are actively working to promote justice, equity, diversity, and inclusion throughout our organization. This commitment extends not only to an inclusive hiring and recruitment practice, but also to the policies, processes, and procedures that our staff, families, mentors, donors, and community partners rely upon to create connections within the Triangle communities we serve. The DRM will embrace, reflect, and advocate for this commitment.

### **Essential Duties and Responsibilities: Stewardship and Cultivation**

- Partner with the Director of Development to create solicitation and year-round engagement strategies for current and prospective donors, including direct mail, email, online, and marketing
- Prepare development operations and processes for donor acknowledgement, engagement, and recognition; prepare and send donor acknowledgement letters
- Partner with the DOD to identify top prospects and develop personalized strategies of engagement for donors across all campaigns, initiatives, and events

- Develop relationships with a portfolio of donors

### **Database Management**

- Effectively manage the agency's Salesforce donor database by accurately inputting and tracking donations, creating and running reports tracking fundraising trends, and serving as the Salesforce administrator for the agency
- Maintain complete and accurate records of donor giving history and contacts
- Create fundraising campaigns in the agency's online giving platforms, Classy and OneCause

### **Event Management and Grants**

- Assists in the management of all fundraising events for the agency, currently Bowl For Kids' Sake and Big Night Ball
- Assists in developing and editing written proposals, letters, and other communications

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBST may change the specific job duties with or without prior notice based on the needs of the organization.

### **QUALIFICATIONS**

The successful candidate will have:

- Three years applicable work experience with a non-profit organization in a fundraising and/or donor relations role. Bachelor's degree is preferred.
- Proficiency in fundraising database software is required, along with proficiency with Microsoft Office programs. Salesforce experience is preferred; however, a willingness to learn and become the Salesforce administrator is equally important.
- High ethical standard and ability to maintain donor confidentiality. Comprehensive understanding of gift processing principles and practices.
- Excellent communication and organizational skills, high attention to detail, and ability to produce clear documentation.
- Strong interpersonal skills and the ability to work collaboratively.

### **Equal Employment Opportunity**

It is the policy of Big Brothers Big Sisters of the Triangle to provide equal employment opportunities to all candidates and all employees without regard to race; color; religion; national origin; sex (including same sex); pregnancy, childbirth, or related medical conditions; age; genetic information; disability; citizenship status; military status; veteran status; or any other category protected by law.

### **Americans with Disabilities Act**

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

### **TO APPLY**

Please send a letter of interest expressing your unique talents for this position, your resume, and contact information for three references to Vandora Hope Davis, Director of Development, at [vdavis@bbbstri.org](mailto:vdavis@bbbstri.org). No phone calls, please.

Applications will be reviewed and processed on a rolling basis with preference given to applications received by December 30, 2022 – the position will remain open until filled. The target hiring salary for this full-time, exempt position is \$40,000 – \$45,000, with a comprehensive benefits package. This is an office-based position, in Morrisville, with occasional remote work opportunities.