

The Brookwood Community

Job Title:	Donor Services Manager
Department:	Development
Reports to:	Chief Development Officer
FLSA Status:	Exempt
Schedule:	Monday – Friday, 8:30 a.m. – 5:00 p.m. with some evenings and weekends.
Annual Salary:	\$70,000-\$75,000

SUMMARY

The Duties and Responsibilities of the Donor Services Manager are to provide extraordinary service to donors and high competency in the areas of gift entry, receipting, maintaining, and managing donor information. The Donor Services Manager proactively manages all aspects of gift data entry, processing, receipting and acknowledgement letters, ensures accurate gift entry and reporting, and maintains high integrity in database content including address updates, and managing donor research systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Donor services

- Ensure a positive donor experience by stewarding relationships between the organization and donors through accurate input of donation information and timely gift acknowledgements and communication
- Work with Business Office to reconcile all gifts monthly and prepare documentation for annual audit
- Notify departments of restricted donations and assist with follow-up to ensure donations are expended by departments as requested by donor
- Manage Constituents in database and archive / delete records as necessary, according to Blackbaud contract
- Track pledge status and prepare pledge reminder letters
- Create monthly fundraising reports and board updates as needed
- Schedule and prepare mailing lists for the newsletter and other solicitation mailings
- Coordinate donor signage and recognition, and develop strategies that increase donor recognition
- Stay current on best practices and tax/legal issues related to gifts; ensure IRS guidelines for gift receipting and PCI Compliance to reduce organization risk
- Coordinate wealth screening and prospect identification

Office management

- Ensure printers are functioning and ink cartridges are stocked
- Collaborate with receptionist position to ensure front desk coverage
- Monitor paper supplies including copy paper, letterhead, envelopes
- Review weekly timesheets before submitting to payroll

Other duties

- Work with Development Team on all fundraising events
- Assist as needed on fundraising projects

SERVICE THROUGH CORE VALUES

The Donor Services Manager will honor God by serving the Citizens of Brookwood and their families, the Development Team and Brookwood Community Team Members, Brookwood supporters and volunteers, and everyone associated with Brookwood in the spirit of the mission's Core Values: depending upon and sharing God's GRACE with all humility; looking for OPPORTUNITIES to benefit and enhance the lives of others; acknowledging the DIGNITY of each person and their unique giftedness; showing RESPECT for all through actions of goodwill and generosity; practicing INTERDEPENDENCE to solidify the strength and success of the community; committing to CONTINUAL IMPROVEMENT to cultivate maximum input and outcomes; and engaging with everyone HONESTLY and with all due diligence.

QUALIFICATIONS

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

College degree preferred but not required. Qualified candidates should have a minimum of five years' experience in managing donor databases and data management best practices with a not-for-profit donor software program, Blackbaud Raisers Edge preferred. Some accounting knowledge a plus.

SKILLS AND ABILITIES

- Knowledge of donor database software, Blackbaud/Raiser's Edge Applications preferred. Must be proficient in the use of Word, Excel, Publisher, PowerPoint, and Microsoft Outlook.
- Strong written communication skills and ability to write letters with a personal touch to effectively articulate The Brookwood Community's mission and adapt to a varied audience in terms of age and background.
- Maintain a professional image and work well other employees
- Knowledge of donor research, record-keeping, filing and document management systems.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of variables in situations where only limited information or experience exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands are those of a routine office environment including sitting and working at a computer terminal for long periods of time and ability to lift 20+ pounds. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The characteristics of the work environment include managing deadlines, while remaining flexible in order to adjust to the changing schedules and time constraints of a high-energy atmosphere.

To Apply: Provide you resume to careers@brookwoodcommunity.org or call 281-375-2104 with inquiries.