

YMCA of Greater Houston Job Description

Job Title: **Philanthropy Services Manager**

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Job Code:

Salary Range: \$70,000-75,000

FLSA Status: Exempt

Revision Date: 4/2025

Reports to: VP Community Philanthropy

Position Summary:

The Philanthropy Services Manager is responsible for supporting the revenue generating areas of the Philanthropy team with a focus in four key areas: Database Management (Blackbaud NXT); Stewardship; and Project Management. The person needs to be a forward-thinking, collaborative, innovative, and energetic professional with proven success supporting a team of fundraising professionals.

Essential Functions:

Database Management: This position plays a crucial role in advancing the philanthropic mission of the organization by serving as the primary expert and administrator of its fundraising donor database (RENXT).

- Assists in the oversight of the organization's CRM database, ensuring integrity, accuracy and full utilization
- Collaborating closely with senior leadership, leverages donor data for prospecting, analytics, research, and comprehensive reporting
- This role fosters collaboration across the Development team and various departments within the organization
- Performs regular data hygiene tasks, such as deduplication, data cleanup, and data enrichment
- Ensures all donations are accurately processed, recorded, and acknowledged in a timely manner
- Responds to donor inquiries and requests for information in a timely and professional manner, ensuring a consistently elevated level of donor experience.
- Ensures legal, ethical and best practices are adhered to, in accordance with Association for Fundraising Professionals guidelines and industry standards
- Produce analytical reporting, including but not limited to, ongoing weekly reports during active fundraising appeals and post-campaign data; reports reflecting retention rates, member giving, year-over-year comparisons, donor trends, revenue dashboards, and prospect potential
- Support stewardship and moves management efforts and provide regular reporting for tasks due/follow-up needed

- Provides leadership and oversight of ongoing operations by establishing, implementing, training on, and monitoring business rules and procedures for all functions in the database and all users, ensuring data integrity and effective use of donor data to advance the philanthropic efforts of the organization
- Develops and updates written processes and SOPs for both internal and external use where applicable

Stewardship:

- Develops, implements and manages a strategic donor stewardship plan that appropriately acknowledges and stewards all gifts and recognizes and engages donors with a strong emphasis on major gifts
- Continually refines stewardship strategy to include but not limited to meaningful donor acknowledgement and recognition, timely written and oral communication, and creating donor experiences
- Leads development, documentation, communication and execution of stewardship strategy
- Oversees donor recognition program including capital recognition (walls, plaques, and signage) with collaboration between Philanthropy, Facilities and Marketing
- Develop, implement, and maintain a customized Stewardship report and plan for implementation of \$25,000 and above major donors with development officers
- Develop specialized impact reports for donors specific to funding areas (e.g., Outreach, Out of School Time, Aquatics, Teens, etc.) and across the association where the donor has multiple locations and decision makers
- Develop, implement, and maintain a customized Stewardship Plan for special giving groups (e.g., cumulative years of giving, etc.)

Project Management:

- Provide project management support for philanthropy team with capital campaigns, endowment, team budgeting, scheduling and agendas, board reports and weekly, bi-weekly or monthly team reports and office management.
- Assist with special projects as assigned.

YMCA Culture & Cause Expectations

Our mission and core values are brought to life by our culture. It's who are, who we aspire to be and how we show up every day. We are cause-driven. We don't just show up, we show up with purpose. As a cause driven leader you are expected to be:

Welcoming-Accept neighbors eagerly, warmly, hospitably, and as equal participants.

Nurturing-To care for, support, and help develop through encouragement.

Hopeful-Take an optimistic or positive view of future outcomes.

Determined-To devote full strength and concentrated attention to the cause.

Genuine-To be honest and open in relationships with others.

YMCA Competencies (Team Leader):

Mission Advancement: Models and teaches the Y's values. Ensures a high level of service with a commitment to changing lives. Provides volunteers with orientation, training, development, and recognition. Cultivates relationships to support fund-raising.

Collaboration: Champions inclusion activities, strategies, and initiatives. Builds relationships to create small communities. Empathetically listens and communicates for understanding when negotiating and dealing with conflict. Effectively tailors communications to the appropriate audience. Provides staff with feedback, coaching, guidance and support.

Operational Effectiveness: Provides others with frameworks for making decisions. Conducts prototypes to support the launching of programs and activities. Develops plans and manages best practices through engagement of team. Effectively creates and manages budgets. Holds staff accountable for high-quality results using a formal process to measure progress.

Personal Growth: Shares new insights. Facilitates change; models adaptability and an awareness of the impact of change. Utilizes non-threatening methods to address sensitive issues and inappropriate behavior or performance. Has the functional and technical knowledge and skills required to perform well; uses best practices and demonstrates up-to-date knowledge and skills in technology

Qualifications:

- Bachelor's degree
- Minimum of 3 years of relevant experience in data entry and CRM management
- Extensive familiarity with fundraising software management programs, with a preference for Blackbaud Raisers Edge/RENXT
- Proficiency in Microsoft 365 applications (Word, Excel, PowerPoint)
- Thorough understanding of fundraising cycles, including donor engagement strategies, stewardship activities, and moves management plans
- Experience or familiarity with creating data visualizations and presenting data in accessible formats for diverse stakeholders
- Demonstrated strong analytical and critical thinking skills, enabling the translation of data into actionable insights

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To perform this 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

SUPERVISORY RESPONSIBILITIES

May directly supervise part time non-exempt employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; reviewing and approving timesheets; appraising performance; rewarding and disciplining employees; monitoring and updating all required staff certifications; addressing complaints and resolving problems.

COMPUTER LITERACY

Skills are essential in all of the Microsoft Office applications including Word, Excel, and Access. Ability to use these programs to lighten work load, develop reports and to automate procedures is very necessary. Ability to diagnose basic PC problems and to communicate those problems is very important.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

TRAVEL

Travel is primarily local between assigned centers during the business day, although some out-of-area and overnight travel may be expected.