

Second Harvest Food Bank of Northwest North Carolina Job Description



JOB TITLE: Director of Donor Relations
REPORTS TO: Vice President of Philanthropy and Community Engagement
SUPERVISES: Individual Gifts/Capital Campaign Manager
FLSA STATUS: Exempt\Full-Time
DATE: May, 2023

Mission Link: Cultivate and nourish authentic relationships with donors and partners through meaningful engagement experiences that inspire financial investment in our mission to address food insecurity and build pathways to a healthy, hunger-free, and stronger region for us all.

BASIC FUNCTION: To identify, cultivate, solicit, and grow major gift donors (donations of \$5,000 and above) for the Second Harvest Food Bank of Northwest NC.

The primary objective of the Director of Donor Relations (DDR) is to cultivate and shepherd major donors; to develop long-term relationships built on a firm understanding of these individuals, deepening relationships with them, learning of their interests, passions and values; to increase commitment to the mission of Second Harvest, increase gift size and to develop leads for new donors. The DDR will also foster and expand current giving by integrating planned gift objectives into individual major donor intentions.

The DDR must demonstrate the ability to respond with urgency to the needs and requests of others, internally and externally and ensure a high degree of responsiveness to all donors without regard to their giving level. He/She must understand and nurture the impact of their work on others.

PRIMARY RESPONSIBILITIES:

- Develop strategies and tactics to secure major and planned gifts through identification, cultivation, stewardship and solicitation of high-level (\$5,000 and above) donors and prospects, including written communications, presentations, phone calls and in-person meetings, and tours of the main Headquarters Facility in Winston-Salem and the Distribution & Nutrition Education Center in Greensboro.
- Coordinate and manage prospect moves management program, including tracking prospects, maintaining prospect lists, and facilitating internal prospect review meetings.
- Manage a portfolio of donors and prospects for cultivation and solicitation in collaboration with the Vice President of Philanthropy & Donor Relations and the Chief Executive Officer.
- As needed, coordinate capital campaigns with VP of Philanthropy & Community Engagement, Chief Executive Officer, Capital Campaign/Individual Gifts Manager, and capital campaign counsel to build campaign cabinet and secure major lead gifts as well as capital campaign gifts. Work with board, volunteers, and staff as needed.
- Manage Capital Campaign/Individual Gifts Manager position.
- Manage and update annually the overall stewardship plan for the Food Bank.
- Maintain and update high-level donor and prospect records after all interactions, insuring confidentiality, and adherence to donor privacy policy.
- Collaborate with team members to develop plans, collateral materials, solicitations and appeals for major and planned gifts.
- Collaborate with team members to develop and execute donor recognition and cultivation activities and events for major and planned gifts.
- Serve as the main liaison with FreeWill, the on-line platform for Estate panning.
- Maintain a robust knowledge of food bank activities, funding priorities, annual goals and strategic objectives.
- Plan, monitor and report annual goals and results.
- Perform administrative activities timely (i.e. time-keeping, expense reports, budgeting, etc.).
- Populate donor histories with donor notes/call reports.
- Perform other duties as incumbent upon the position and as assigned.

KNOWLEDGE AND SKILLS REQUIREMENTS:

- Bachelor’s degree. Advanced degree or CFRE certification preferred.
- 5 - 7 years of experience in fundraising/development; experience with soliciting major donors preferred.
- Successful experience making cold calls as well as developing cultivation and solicitation strategies.
- Organized and able to plan, track, measure and report goals/objectives and results.
- Concern and passion for Second Harvest Food Bank’s mission and vision.
- Excellent communication and presentation skills both written and verbal.
- Ability to work with a team of staff and board members to achieve objectives.
- Exceptional interpersonal and relationship-building skills.
- Commitment to working flexible hours, including periodic weekends and evenings.
- Able to travel as needed to meet donors and prospects.
- Self-directed, requires minimum supervision, highly flexible, action-oriented, and energetic.
- Able to sit at a desk and work on a computer.
- Able to use the telephone frequently.
- Critical thinking skills with the ability to process information and exercise good judgment are essential.
- Proficiency with Microsoft Office software.
- Basic proficiency with development database.

PHYSICAL REQUIREMENTS:

- Extensive use of telephone and computer.
- Ability to communicate well both verbally and in writing.
- Ability to sit at a computer or stand for extended periods of time.
- Ability to walk and talk simultaneously, sometimes backwards.
- Provide your own transportation to and from off-site events.

Second Harvest Food Bank is an equal opportunity employer.

Employee Signature

Date