POSITION: DONOR RELATIONS MANAGER

SCOPE:
The Donor Relations Manager plays a key role on Union Station’s Development team and will contribute to the department’s overall revenue goals. The Donor Relations Manager is responsible for continuing the implementation and management of a comprehensive midlevel gift strategy and planned giving program, as well as a coordinated stewardship program for all individual donors.

RESPONSIBILITIES:
bullet Management of the design, implementation, and growth of USKC’s midlevel gift program.
bullet Responsible for managing and cultivating relationships with existing midlevel gift prospects, as well as identifying new prospects. An ability to empathize with donors and clearly communicate our organization’s mission is key. Energize team members, persuade prospects, and persevere to the end.
bullet Create lasting relationships through remarkable donor experiences via phone, videoconference, email, mail, events and in person visits (when applicable).
bullet Secure midlevel gifts at the $1,000 to $10,000 level, while contributing to a pipeline of major donor prospects.
bullet Manage systems and software to track and cultivate donors and prospects, including a donor database and wealth screening tools.
bullet Create and actively manage a full portfolio of current and prospective donors.
bullet Develop and implement cultivation, solicitation and stewardship plans for prospects in the portfolio.
bullet Organize special events and prepare proposals to obtain funds.
bullet Work with USKC Development team to align efforts and set goals.
bullet Collaborate with team members across the Development Department to plan and implement communications strategies, including mail and email campaigns, cultivation events and conversion and retention of midlevel donors, and to identify and upgrade midlevel donors to major donors.
bullet Acknowledge donors through public and private recognition.
bullet Track and report progress using specific metrics.
bullet Work with Director to determine a strategic plan that further engage and educate current donors and identifies prospects, creating a pipeline for midlevel and major gift giving.
bullet Prepare gift acknowledgement letters and other correspondences.
bullet Prepare donor prospect profiles and background materials.
bullet Design and maintain an annual organizational calendar of donor stewardship activities and strategies.
bullet Perform other duties as assigned that may not be within the scope of this position.
bullet Some evening and weekend work may be required.

DESIRED SKILLS:
bullet Possesses a process efficiency approach to drive improved data capture and database management for overall development objectives.
bullet Ability to work autonomously and with limited direction.
bullet Proven ability and willingness to interact with the public.
bullet Outstanding written and verbal communications skills, as well as listening skills.
bullet Excellent critical thinking, problem solving and organizational skills.
bullet Ability to manage multiple projects and deadlines.
bullet Proven ability to analyze, plan, initiate and complete donor initiatives in a strategic manner.
bullet Superior customer service skills with experience working directly with donors and volunteers.
bullet Ability to achieve financial and non-financial objectives and adherence to ethical standards.
bullet Energetic and willing to work hands-on in developing and executing a variety of fundraising activities ranging from the routine to the highly creative and visible.
bullet Possess professional maturity, credibility, patience, good judgment, honesty, and integrity.
bullet Possess strong interpersonal skill and a warm and outgoing personality.
bullet Ability to lift event boxes, tables and chairs that can weigh 25-30 lbs.
MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:
• Undergraduate degree – preferably in marketing, public administration, or non-profit management.
• Five years of midlevel, major, and/or planned giving experience.
• Demonstrated track record for closing midlevel or major gifts (outright and/or planned).
• At least three years’ experience in developing a systematic program that builds and sustains strong and lasting relationships with donors.
• Strong communication skills.
• Excellent time management, planning, and working knowledge of Client Relationship Software (CRM).
• Ability to work evenings (after regular business hours) and weekends.

PREFERRED QUALIFICATIONS:
• Experience with Donor Perfect and Donor Search.
• Experience with program-based targeted campaigns.
• Experience with End of Year Campaigns.
• Knowledge of and experience with planned giving strategies.
• Familiarity with marketing and public relations strategies.
• Familiarity with Kansas City’s philanthropic community.

Job Type: Full-time
This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

Union Station Kansas City is committed to employing a drug-free and diverse work force.
EOE M/F/D