



Job Title: Donor and Community Relations Manager
Department: Management
Supervisor: President/CEO
FLSA Status: Exempt
Rate: \$62,000-\$65,000
Date: 2021

Job Overview

Reporting to the President/CEO, the position is responsible for supporting and implementing fundraising activities for the entire organization including the Atascadero and Paso Robles shelters and administration. The position is responsible for monitoring daily fundraising activities and income related to fundraising goals, ongoing donor management, database management and other duties as assigned to support the ongoing needs of ECHO's economic health. The Donor and Community Relations Manager will work closely with donors, the community, volunteers and our Board of Directors to develop relationships with new donors, manage and grow ongoing fundraising efforts. Development at ECHO is supported by not only the Donor and Community Relations Manager but also 50% of the CEO's time and administrative staff.

Essential Duties & Responsibilities

1. Create and implement a comprehensive development plan for the organization that covers annual budget costs as well as lays out a plan for long-term organizational financial stability.
2. Manage and grow existing relationships with current donors, charitable foundations, businesses and other ongoing supporters of ECHO.
3. Create a plan and materials to enhance the monthly giving program.
4. In conjunction with the President/CEO, develop a targeted list of monthly and annual prospects to grow relationships with.
5. Coordinate and participate in meetings and interactions with donors and prospects. Write and communicate regularly with donors and prospects.
6. Create a planned giving program that incorporates financial and estate planners.
7. Research, develop, and manage relationships with family foundations that have not been a regular part of ECHO's financial portfolio.
8. Provide input and support the creation of content for social media posts to increase donations.

9. Update and maintain the donor database on a daily basis. Stay abreast of current best practices for data management. Make recommendations on improvements as necessary.
10. Annually review and evaluate the current donor software and donation platform to assure that they are meeting the needs of ECHO's growing donor base and development efforts, as well as keeping up with available technology and products.
11. Participate on event planning committee, manage sponsorships for ECHO events including Empty Bowls, Long Walk Home, and Turkey Trot and new opportunities.
12. Track outcomes of each program for grants and publicity.
13. Work with Executive Team, the Grants Writer and Grants Manager to provide required information for grant proposals and reporting.
14. Explore and implement opportunities to thank, celebrate and honor donors. Create opportunities for new ways for donors to easily donate items like stock and other non-traditional items of value to benefit the organization.
15. Represents ECHO with outside agencies to promote the organization. Attends community events, including chamber of commerce, civic group gatherings, business associations and other appropriate meetings on behalf of ECHO. Makes presentations promoting the organization and the need for community financial support.
16. Maintain ECHO's healthy philanthropic foundation but also bring fresh and innovative ideas to the team.
17. Prepare reports and statistical documents.
18. Respond to telephone messages, requests, inquiries and routes accordingly.
19. Other duties as assigned.

Knowledge, Skills, Talents, & Abilities

1. Excellent oral and written communication skills and the ability to interact with all departments/levels of the organization and outside third parties in a highly professional manner.
2. Ability to work with diverse populations including those facing challenges in the areas of mental health, domestic violence, child welfare services and aging.
3. Excellent time-management and organizational skills with the ability to work independently and take initiative.
4. Calm demeanor; Able to work under pressure; Able to respond to a crisis situation, health or safety issue and take appropriate and immediate action.
5. Able to maintain a high-level privacy and confidentiality of employees', guests' and clients' information.
6. Knowledge of universal precautions and what constitutes a medical or situational emergency.
7. Understanding of mandated reporting laws.
8. Must be professional, flexible, friendly, and work as a team player.
9. Assume ownership for accomplishing assignments, requests and tasks.
10. Intermediate knowledge of Office Suite, including WORD, EXCEL, PowerPoint and donor management software.

Education and/or Experience

- College degree, or five/plus year's experience in a similar role.
- 5-7 years' experience working for a non-profit, sales, or a dynamic goal-oriented environment.
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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 usually sedentary, and frequently required to use hands to finger, handle, or feel and talk or hear. The employee is regularly required to stand; walk; reach with hands. The employee must occasionally lift and /or move up to 10 pounds and sometimes lift and/or move up to 40 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 Admin Offices are located upstairs, with only stairway access. Noise level varies from quiet office environment to very noisy shelter and dining hall. Variable work environment; work is conducted mostly indoors.

Acknowledgement

I acknowledge that I have read the job description and requirements for the Donor and Community Relations Manager position and certify that I can perform these essential functions.

Applicant/Employee Signature

Date

ECHO is an equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, disability, sex, gender identity, marital status, age, or any other protected status covered by federal or state law.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.