

THE SALVATION ARMY
HAWAIIAN & PACIFIC ISLANDS DIVISION
JOB DESCRIPTION

Department: Development

Position Title: Director of Development

Supervisor: Divisional Commander or DC's designated staff officer (eg. Divisional Secretary for Business)

FLSA: Full-Time, Exempt

GENERAL STATEMENT: The Salvation Army is a branch of the Christian Church, and the ultimate goal of all programs is the spiritual regeneration of all people.

MISSION STATEMENT: The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by love for God. Its mission is to preach the Gospel of Jesus Christ and to meet human needs in His name without discrimination.

JOB SUMMARY:

The Director of Development (DD) has the responsibility to successfully lead all elements of the Divisional Development Department, including fund raising (major gifts, planned giving, direct marketing, digital fund raising, corporate giving, foundation grants), public relations, marketing and advertising, social media, volunteerism and board engagement. The DD is the lead advancement officer and is an essential part of the divisional leadership team, participates on Command Finance Council, and leads all strategies to advance The Salvation Army annual support and breakthrough gifts, capital and endowment campaigns, philanthropic planning as well as through awareness-building, brand positioning and leadership networking.

ESSENTIAL QUALIFICATIONS:

- Must embrace, support and reflect well on The Salvation Army's mission and values through one's professional responsibilities and behavior at all times.
- Bachelor's degree in a relevant field, with a minimum of eight years of progressive fund-raising professional experience, including demonstrated leadership and a strong track record of success. At least 3 years management experience. Major gifts experience is preferable.
- Effective interpersonal, conversational and presentation skills, demonstrating professional maturity, emotional intelligence, situational awareness, excellent writing abilities and strong case development and gift solicitation skills.
- Proven expertise in developing and maintaining positive relationships with diverse individuals, including executives, lead hip volunteers and wealthy donors, as well as internal stakeholder and officer leadership.
- A leader who enjoys problem solving, think strategically and creatively, is goal-oriented and takes initiative with good follow through.
- A good manager who demonstrates a strategic mindset, balancing attention to analysis, details and metrics with higher level goal-setting and planning, without micro-managing.
- A fund raiser who is comfortable with direct leadership donor and volunteer interactions, who models good stewardship communication practices, and who is able to effectively ask, lead the gift conversation, network for connections, facilitate a team approach and rally others who can open doors.
- A team leader, able to check ego at the door, with an ability to effectively motivate staff, officer leaders and key volunteers to collaborate for the successful achievement of department and organizational goals.
- Willingness and ability to travel regularly, including some travel to other islands as well as the mainland for conferences and meetings. Valid Driver's License required. Willingness and ability to work extended, weekend and holiday work hours as needed to fulfill position responsibilities (eg, events).
- Able to work independently in a fast-paced environment without extensive admin support. Must be computer proficient, highly organized and able to effectively manage multiple projects and competing priorities with professionalism and grace.

ESSENTIALS FUNCTIONS:

- The DD manages the total operation of the divisional development department, supervising all functions and staff within the department
- The DD establishes, seeks approval for, and manages an annual development plan as well as department and function specific activity goals, gift production goals, strategic plans, planning calendars, budgets and other essential management activities in sync with divisional leadership, submitting regular reports as requested and monitoring progress with staff, making adjustments as needed to maximize success.
- The DD creates an effective department team atmosphere which encourages cooperation, strategic thinking, regular communication, professional growth, creativity and which instills healthy accountability for advances in resource development for and awareness of Army mission.
- The DD works with each member of the development team, as well as volunteers and consultants as appropriate, to lead the development and implementation of strategies that significantly advance the Army through each function especially in the areas of major and planned gifts and PR /branding.
- The DD oversees planning and implementation of a strong direct/integrated marketing plan throughout the year and throughout the division as a solid foundation to all fund-raising efforts and constituent communications, resulting in consistent net gains each year.
- The DD contributes professionally as an essential participant on the divisional leadership team under the direction of the Divisional Commander (or designate), attending Command Finance Council (CFC) meetings and collaborating with leadership to advance the mission of the Army through development work, through effective planning, communication and facilitation of leadership involvement as appropriate in select PR and fund-raising activities.
- The DD serves as primary staff liaison to the Honolulu Advisory Board, alongside officer leadership, deploying staff as needed to effectively and support successful board communications, meetings, committees, events and projects. The DD works with board and officer leadership to ensure best practices in board recruitment, orientation, standards, goal-setting, committee work, fund raising, and member engagement.
- The DD supports and coaches other officers for effective board management and engagement in other areas of the division.
- The DD facilitates volunteer leadership involvement in major gifts (individual, corporate, foundation) efforts for successful fulfillment of annual support, special projects, programs and capital/endowment needs.
- The DD leads or supports successful planning and execution of capital and endowment campaigns, working with consultants and leadership volunteers as needed along with internal leadership, development staff and other key stakeholders.
- The DD and development team works with The Salvation Army Ray and Joan Kroc Corps Community Center leadership to develop and support strong PR and fund-raising practices in support of Kroc Center mission and growth, in sync with overall divisional plans, coordinating approaches through caseload assignments.
- The DD and development team works with corps and social services program leadership to support the achievement of their resource development and PR coming alongside to support planning to coach, and to help implement as feasible (eg, grants development). The DD manages her/his time carefully to ensure deployment of professional development resources for a strong Salvation Army not only on Oahu, but throughout the division.
- The DD models and leads strong stewardship communications practices throughout the department with all categories of constituents, ensuring relationship management approaches are in place that earn the right to ask and which inspire future giving through regular reports about the impact of gifts in people's lives through Salvation Army programs.
- The DD is an effective people manager, adhering to all HR. policies, recommending new hires for strong, qualified staff, holding regular staff meetings while allowing staff to stay focused on their goals, supporting staff with resources and training and guidance, evaluating staff on an annual basis, and recommending separation, position and compensation changes as needed.
- The DD accesses research and data as a basis for charting directions, measuring progress, benchmarking against other divisions and organizations, monitoring trends, and identifying, qualifying, rating and developing strategies for approaching prospects for major and planned gifts.
- The DD establishes, manages and fulfills a caseload communications and solicitation plan for a very select and

limited list of leadership and prospects, with individual fund-raising goals and personalized strategies, to effectively steward, educate and solicit gifts from top donors each fiscal year, with an emphasis on gifts of \$100,000 and higher. The DD works with internal and external leadership to develop and implement these plans, as appropriate, taking a team approach when necessary.

- The DD supports major gifts and planned giving staff to develop team strategies for peer-to-peer cultivation and solicitation approaches, involving leadership volunteers and internal leadership, as deemed appropriate, based on identified peer networks and prospect research / strategies. Supports staff to develop research and briefing memos in preparation for team discussions. Works with prospect research manager at THQ and any local staff who are trained to do research to develop donor profiles to inform "moves management" strategies and planning conversations. Communicates regularly with territorial CRD management staff to ensure strong and comprehensive development program at the divisional level.
- Works in close collaboration with officers, program, finance and development staff to develop a portfolio of giving opportunities (cases for support) that documents funding needs in terms of real program costs, how dollars impact people, outcomes being (and which could be) achieved. shortfalls and exciting mission advancement opportunities. Supports and/or works with team to present these opportunities to donors to effectively match donor interests with Army service delivery advancement needs. Ensures we remain attentive to fiduciary responsibilities (donor intent with gifts) in sync with finance and program staff.
- Keeps leadership apprised of all significant interactions with leadership donors and prospects and board leaders, consulting with leadership when needed to understand organizational priorities, to develop strategies that benefit both donors and the Army, and to troubleshoot challenging situations.
- Stays driven toward goals and ensures a cohesive, comprehensive development strategy that effectively incorporates all of the various functions, including events and volunteerism and social media and integrating marketing efforts as makes sense.
- Participates in professional trainings and territorial/ national meetings and conferences as budget allows. Works cooperatively with territorial CRD leadership and staff on various initiatives and in keeping with territorial policies and CRD programs.
- Ensures a strong office management and donor data system infrastructure is maintained including continually updated CRD door files, reporting systems, hatching of income / donor information attentive correspondence and timely gift acknowledgments, etc., in keeping with department policies and procedures. Ensures adherence to all divisional and territorial business practices and policies. Ensures excellent customer service is provided to donors through accessibility to staff and leadership (as granted), timely responsiveness, quality in all interactions and personalized communications.
- Supports a strong annual Christmas kettle campaign across the division through communication of corporate agreements, support for volunteer recruitment and training, gathering of reporting information, approaches to local retail chains, media kick-off events that achieve high quantity media impressions, etc.
- Works with staff and leadership to develop a strong & public relations, events and brand positioning program that enhances public awareness, increases positive exposure to the Army, targets key audiences, communicates key messages at every opportunity, and strengthens the Army's competitive positioning among the nonprofit community.
- Performs other related duties as assigned by the Divisional Commander or Designated Officer.

MENTAL DEMANDS:

- Work under stressful condition
- Interact with others with courtesy and tact.
- Manage and prioritize multiple projects in an organized and efficient manner to meet tight deadlines.
- Respond to crisis situations in a calm and effective manner.
- Complete projects on schedule.
- Maintain confidentiality.
- Maintain regular and punctual work attendance.

PHYSICAL DEMANDS:

The position requires sitting; climbing and/or balancing; stooping, kneeling, bending, stretching, crouching and/or crawling; standing; walking; manual dexterity and eye-hand coordination; use of vision; driving a vehicle; pushing/pulling/lifting/carrying 25-50 pounds and occasionally more than 50 pounds; traveling by air plane; both outdoor and indoor navigation of settings.

COMMUNICATION DEMANDS:

The position requires: professionally communicating verbally with co-workers, other departments and program staff, clients, vendors, donors, volunteers, board members, philanthropic decision-makers, and officers; written communication; talking on the telephone; responding to written or verbal requests; training/giving verbal and written instructions; receiving verbal and written instructions; writing/composing written language; reading; visiting/working at other worksites and no-worksites locations; communication via the latest technologies.

SKILLS AND TECHNICAL KNOWLEDGE:

- Valid Hawaii driver's license required.
- Travel off-island as necessary.
- Computer proficiency, including Microsoft Office tools and familiarity with donor management software and email applications.

EQUIPMENT KNOWLEDGE:

Use office equipment such as computers, photocopiers, scanners, calculators, smartphone, etc.

DESCRIPTION OF WORK ENVIRONMENT:

Office will be indoors at 2950 Manoa Road, Honolulu, m. Attendance at trainings and meetings, both in Hawaii and on the mainland is required.

NOTES:

The information in this job description indicates the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of disability.

Click here to apply to be considered an applicant:

https://rn22.ultipro.com/SAL1002/JobBoard/JobDetails.aspx?_ID=*2BCF7D15C9C85CEC

Or visit our website at <https://hawaii.salvationarmy.org/hawaii/jobs> for other employment opportunities.

If you are an individual with a disability and would like to request a reasonable accommodation as part of the employment selection process, please contact Rean at 808-440-1805 or rean.nagel@usw.salvationarmy.org.

Equal Opportunity Employer.
Minorities/Women/Veterans/Disabled