

DUTCHESS OUTREACH - DONOR RELATIONS MANAGER

Position Summary

The Development & Donor Relations Manager is a highly collaborative professional responsible for supporting fundraising operations, donor stewardship, communications, event management, and executive administration. This position serves as a key liaison between donors, executive leadership, board members, staff, and community partners while ensuring exceptional donor experiences and efficient organizational operations.

The Manager works closely with the Associate Director of Development and Communications, Associate Executive Director, and Executive Director to strengthen donor relationships, manage development systems, coordinate communications efforts, support fundraising events, and provide administrative support to organizational leadership.

This is a full-time position offering generous PTO, work-life flexibility, and the opportunity to contribute to a mission-driven organization.

Essential Responsibilities

Development Operations & Database Management

- Serve as the primary administrator and power user of the organization's donor databases, including Bloomerang and Mailchimp.
- Perform all donor and prospect data entry and maintain accurate donor records.
- Process donations and gifts through multiple systems, ensuring proper reconciliation with the Finance team.
- Conduct regular database maintenance, reporting, and data integrity projects.
- Generate reports, mailing lists, donor analyses, and committee reports as needed.
- Manage email list integration and segmentation within Mailchimp.
- Maintain procedures related to gift processing, database management, and donor records.
- Recommend system improvements and efficiencies as appropriate.

Donor Relations & Stewardship

- Coordinate donor meetings, site visits, tours, lunches, and engagement opportunities.
- Support donor cultivation, stewardship, and relationship-building activities in partnership with the Associate Director.
- Execute donor stewardship plans developed by Development leadership.
- Prepare donor briefings and materials for the Executive Director, the Associate Executive Director, and Board members.
- Monitor and communicate significant donor activity and major gifts to leadership.
- Prepare, update, and distribute donor acknowledgment and thank-you correspondence.
- Maintain donor engagement records and stewardship tracking.

- Conduct donor research and assist with prospect identification.

Event Management

- Provide logistical management of the organization's annual fundraising event.
 - Develop and maintain the comprehensive event timeline and planning calendar.
 - Coordinate regular planning meetings and committee meetings.
 - Coordinate all aspects of event logistics, including setup, collateral, decor, and cleanup, with the Event Committee.
 - Be the main logistics person to execute the event onsite.
 - In partnership with leadership, help to execute the vision and goals of the annual event.
 - Coordinate event logistics, program book, registrations, sponsorship tracking, seating arrangements, attendee communications, and vendor relationships
 - Serve as liaison with venues, mail houses, graphic designers, and event vendors.
 - Manage invitations, RSVPs, name tags, event materials, and post-event follow-up.
- Organize other fundraising, cultivation, and stewardship events as assigned.

Communications

- Assist the Associate Director in collecting testimonials and story content for newsletters, appeals, annual reports, and donor communications.
- Respond to social media inquiries, website messages, and general communications.
- Assist with website updates and content management through WordPress.
- With the Associate Director, maintain organizational photo and media libraries.
- Collaborate with the Associate Director on annual communications planning and content calendars.
- Provide communications support to program departments through flyers, collateral materials, and promotional content.

Executive & Board Support

- Manage the Executive Director's calendar and scheduling related to donors, community partners, and external meetings.
- Coordinate meeting logistics, materials, and follow-up actions for leadership.
- Provide administrative support for special projects and organizational initiatives.
- Support Board activities by coordinating meeting schedules, materials, communications, and records.
- Maintain Board documentation and support governance processes.
- Prepare monthly reports for leadership and Board committees
- Perform additional duties as assigned by the Associate Director of Development and Communications, Associate Executive Director, or Executive Director.

Qualifications

Bachelor's degree or equivalent experience preferred.

Minimum three years of experience in nonprofit development, donor relations, communications, executive support, event management, or related fields.

Experience with donor databases or CRM systems required.

Experience with Bloomerang, Mailchimp, WordPress, Canva, Meta Business Suite, Google Workspace, Microsoft Office, PowerPoint, and Adobe InDesign strongly preferred.

Knowledge, Skills, and Abilities

Exceptional organizational skills and attention to detail.

Excellent written and verbal communication abilities.

Strong project management and multitasking capabilities.

Ability to work independently while thriving in a collaborative team environment.

Professionalism, discretion, and ability to maintain confidentiality.

Strong relationship-building and customer service skills.

Ability to manage competing priorities and deadlines.

Commitment to the organization's mission and values.

Compensation

Hourly rate: \$25-28 commensurate with experience.

Excellent work-life balance within a close-knit, mission-driven team. Dutchess Outreach is an equal opportunity employer and encourages candidates from diverse backgrounds and experiences to apply.

If interested, please send a resume and cover letter to Lianne McElhone, Associate Director of Development & Communications at lianne@dutchessoutreach.org.