

Stewardship and Special Events Manager



POSITION OVERVIEW:

Compensation: \$50,000 – \$65,000 DOE/neg.
Classification: Full time, exempt
Location: San Diego, CA
Reports to: Director of Advancement

WHO WE ARE:

The San Diego Public Library Foundation's (SDPLF's) mission is to strengthen communities by supporting excellence in the San Diego Public Library system through philanthropy, advocacy and outreach. SDPLF is a catalyst for creating stronger communities through investment in the San Diego Public Library system — where access to resources supporting literacy, work readiness and lifelong learning ensure equal opportunities for success. SDPLF raises funds, builds collaborations and honors our patrons and donors. Our team's office is in the Central Library @ Joan A Irwin Jacobs Common, and our work supports the entire system of 36 Libraries across the City of San Diego.

WHAT WE DO:

Major accomplishments include raising over \$75 million for the capital campaign which built the San Diego Central Library @ Joan A Irwin Jacobs Common; building nine new library branches and improvements to existing branches; expanding collections throughout the system; providing Sunday hours at certain locations; enhancing crucial programs such as the Summer Reading Program and establishing new programs, such as Do Your Homework @ The Library and Career Online High School; working with the Friends of the Library to meet City Matching Fund goals for fifteen consecutive years; and providing millions of additional dollars in funding for books and resources. The new Central Library has created a wealth of new opportunities for the Library to collaborate with new partners including the high-tech community, the San Diego Workforce Development Partnership and e3 Civic High (located on the Library's 6th and 7th floors)- the first public charter in the nation to be located within a public library. The Library also offers state-of-the-art technological programming, and a plethora of programs and services for the most under-served in the community. To learn more about the San Diego Public Library Foundation, please visit us: <https://supportmylibrary.org/>

POSITION SUMMARY:

The Special Events and Stewardship Manager strengthens the organization's capacity to better serve its existing base of supporters and cultivate new relationships. Serving as the Foundation's primary special events lead, this position is vital in creating and implementing a comprehensive stewardship program that includes leveraging events to create meaningful interactions with our supporters. This position will design and implement strategies and guidelines for donor recognition and relationship management. They will interact with a variety of stakeholders, including board members, committee members, donors, volunteers, library staff, and vendors. Responsibilities will also include support for the annual giving program, designing and implementing a system of meaningful benefits for the Foundation's Donor Circle members, and supporting corporate and foundation relationship building.

KEY RESPONSIBILITIES:

1. Special Events

- Serve as the organization's primary events professional.
- Liaison to event committees and volunteers.
- Maximize events for cultivation and stewardship of supporters using available resources wisely and efficiently.
- Create systems and procedures which utilize event data in multiple capacities, including event follow up and communication.
- Integrate events into the Donor Circle program and overall stewardship plan.

2. Program Management and Donor Stewardship

- Create and implement a comprehensive system for stewardship of various constituents.
- Work closely with Foundation management and colleagues to design and implement highly customized individual donor stewardship plans.
- Collaborate with the Development team to grow donor portfolios.
- Assist with outreach strategies for donors and prospects at all stages of the giving cycle.
- Assist with the creation of short-term and long-term strategies for donors and prospects and take the lead on plan execution, which includes:
 - Customized donor recognition
 - Personal donor outreach and engagement
 - Creating philanthropic goals and stewardship metrics
 - Tracking progress to goals, and creating innovative strategies for exceeding them.
 - Reporting on activities and outcomes, and analyzing this data to inform decisions.

3. Constituent Relations

- Provide excellent customer service to key stakeholders, including board members, committee members, donors, volunteers, and vendors.
- Deliver small personal touches to surprise and delight supporters of all types.
- Assist with relationship recovery and repair efforts if required – not afraid of difficult conversations.

4. Communications

- Work closely with the Foundation's leadership team to produce donor stewardship materials such as campaign collateral and impact reports.
- Utilize exceptional writing skills to produce a wide range of correspondence, informational materials, and program collateral.
- Assist with growing the organization's use of social media and online communications.
- Communicates honestly and maintains integrity of confidential information.

5. Special Projects and Assignments

- Create and execute special projects as assigned.
- Ability to work evenings and weekends if required.

ATTRIBUTES & WORK STYLE:

- **Passionate:** Enthusiastic about libraries, learning, and public access to education and enrichment opportunities.
- **Team Player:** Enjoys working with others and fosters a respectful, transparent, and collaborative work environment. A reliable and dependable teammate.
- **Growth Mindset:** Curious, innovative and entrepreneurial; someone who loves seeing ideas through to execution and impact.
- **Flexibility:** Comfortable with ambiguity; views challenges as learning opportunities.
- **Communicative:** Outstanding oral, written and interpersonal communication skills.
- **Meticulous:** Superior attention to detail and accuracy.
- **Creative problem-solving skills:** Plans for the avoidance of potential trouble spots. Collaborative and solutions-oriented in the face of challenges.
- **Positivity:** Charismatic, warm and welcoming; a true “people-person.”
- **Community-minded:** Skilled at connecting with people across the community, while demonstrating a high level of emotional intelligence.
- **Tact & Diplomacy:** Patient, and willing/able to have the difficult conversations as required.
- **Trustworthiness:** Honesty in all activities and handles sensitive and confidential information with the highest integrity.
- **Metrics-driven:** An innovative thinker, pairing ideas with solutions and measurable outcomes.
- **Planning and Process Management:** Exceptional mind for optimizing workflow and managing people, systems, procedures, budgets and programs.
- **Self-Starter:** Demonstrates a strong personal initiative and is able to work independently.
- **Judicious:** Strong decision-making skills, including the ability to judge which decisions to make independently, and which to make in collaboration with other teammates.
- **Resourceful:** Willingness to jump in and assist colleagues with a variety of tasks across the organization.
- **Efficiency:** Uses time and organizational resources wisely.

REQUIRED EXPERIENCE & EDUCATION:

- Bachelor’s degree.
- A minimum of 5 years of relevant work experience in a non-profit/philanthropic organization.
- At least 2 years of experience working in a donor-facing capacity.
- Direct event planning experience.
- Excellent writing skills.
- Experience working with fundraising software programs.
- Proficiency in Microsoft Office suite.
- Graphic design skills helpful.
- Interview process will include a writing exercise.

For more information or to apply, please contact:

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No phone calls please.

