

Manager of Individual Support

The Manager of Individual Support advances the Frick's mission and values by fostering a feeling of community among donors and by supporting efforts to increase charitable giving and membership, primarily through building stronger relationships with individual mid-level and major donors. They work closely with the Director of Advancement & Engagement to guide annual fund and membership efforts and steward individual donors by: setting strategy and executing fundraising plans for sustaining and growing the number of annual donors; encouraging increased levels of support; promoting planned giving; and converting annual donors and members to Frick Societies-level supporters. As part of a highly collaborative Advancement & Engagement team, the Manager of Individual Support assists Frick senior leadership and members of the Board of Trustees in efforts to steward donors and cultivate new relationships.

- Must have a commitment to fostering a workplace culture of Equity and Inclusion.

Hours: Primarily Monday – Friday, 9:00 A.M. – 5:00 P.M., some evenings and weekends

Reports to: Director of Advancement & Engagement

Status: Full-time, exempt with benefits

Salary: \$53,200-\$66,500, based on experience

Responsibilities:

Mid-level and Major Giving (30%)

- Identify and manage a portfolio of mid-level and major donor prospects with the goal of increasing gift level and/or frequency.
- Plan cultivation, solicitation, and stewardship activities for individuals in order to secure mid-level, major gifts, including encouraging Frick Societies support at \$1,000+ levels.
- Promote planned giving opportunities and encourage existing donors to consider planned gifts to the Frick. Hold responsibility for implementing planned giving strategies and campaigns (currently working with FreeWill).
- Manage the annual solicitation of members of the Board of Trustees.
- Engage senior staff and Trustees in the identification, cultivation, and stewardship of donors.
- In collaboration with the Director of Advancement & Engagement, plan and implement member cultivation and stewardship activities, including events.
- Participate in pipeline meetings and work with Advancement & Engagement team to identify and create strategies for individuals with mid-level and major giving capacity and inclination.

Annual Fund and Membership (30%)

- In collaboration with Director of Advancement & Engagement and A&E colleagues, plan, implement, and manage a comprehensive direct mail program and online strategy for annual fund and membership that includes a calendar outlining the proposed campaign activity, expected return on investment and reporting expectations.
- Hold responsibility for planning aspects of campaigns, including but not limited to convening internal teams and relevant vendors and managing campaign calendar.
- Collaborate with colleagues to develop cultivation and stewardship strategies for annual donors and members of all levels.

Admin (30%)

- Manage Frick Societies program (benefits delivery and cultivation and stewardship activities and communications) and work with members of Advancement & Engagement team to implement.
- Work with Advancement & Engagement team, Executive Director, and Advancement & Engagement Committee to align Frick Societies with organizational values, vision, and long-range plans.
- Monitor, report, and interpret donor activity on a weekly, monthly, and quarterly basis and communicate to appropriate staff. Create and implement contingency plans when needed.
- Appropriately and accurately report and record activity in the department CRM system (currently Raiser's Edge).
- Complete prospect research as appropriate using department resources (currently DonorSearch).
- Participate in department budget planning and manage appropriately.

Other (10%)

- Support other efforts and complete other related duties as assigned.

Qualifications:

- Bachelor's degree or equivalent in a related field required
- 5 years of relevant professional fundraising experience with demonstrated results
- Ability to think and work creatively and strategically
- Self-starter who takes initiative to advance projects and goals
- Excellent interpersonal skills with ability to collaborate effectively with both donors and staff
- Excellent organizational and planning skills with attention to accuracy and detail
- Demonstrated strong writing and editing skills with ability to develop proposals, reports, correspondence, and presentations
- Ability to manage a variety of responsibilities under pressure in a fast-paced work environment
- Team player with positive attitude
- Financial analysis/budgeting experience strongly preferred
- Proficiency in Window Office suite required, familiarity with Microsoft Teams a plus
- Raiser's Edge experience strongly preferred
- Clearance of a criminal background check

The Frick Pittsburgh is an **Equal Opportunity Employer** committed to fostering a workplace culture of accessibility, inclusion, diversity, and racial equity and urges qualified diverse applicants to apply.