



Donor Relations Officer (Mid-Level)

WFH Flexible • Denver, CO • Development

Job Type: Full-time

Description

For over 100 years, the Dumb Friends League has been working to end pet homelessness and animal suffering by providing a strong and steadfast voice for those who cannot speak for themselves. As the largest community-based animal welfare organization in the region, we care for more than 20,000 homeless pets and horses each year at our four facilities and are a national model in animal welfare.

Purpose of Position:

The Donor Relations Officer reports directly to the Manager of Major Gifts and Planned Giving and is primarily responsible for the management of individual mid-level donors through cultivating and stewarding relationships, soliciting for renewed and increased annual gifts, and reporting progress. The Donor Relations Officer also serves as a member of the Development department at the Dumb Friends League.

Responsibilities

- By means of a tiered system effectively manage assigned pool of individual and organizational donors who give between \$500 and \$4,999.
- Cultivate donor relationships with specified goals to renew and increase annual giving.
- Plan and implement appropriate programs for donor education, appreciation, engagement and solicitation to include, but not be limited to, regular written touchpoints, group events including tours and group experiences, and other stewardship efforts.
- Develop and implement an annual lapsed donor reactivation strategy for this pool of donors.
- Work in conjunction with DFL's Communications team members to develop printed and digital materials to accomplish goals.
- Proactively develop personal relationships with top tier of assigned donor pool through telephone conversations, personal meetings and correspondence to steward them for their giving and discover donors' connections to and passions for DFL.
- Work collaboratively with members of the team to identify potential major donor or legacy giving candidates and move them into relationships with the appropriate development colleagues.
- Monitor donor performance monthly, quarterly and annually to achieve revenue goals.
- Maintain accurate information in Every Action for effective database use.
- Manage effective systems for tracking and cultivating donors, and identifying major and legacy giving prospects.

- Monitor performance categories and track trends (i.e. renewal rates, attrition and average gift amounts).
- Under the guidance of the Manager of Major Gifts and Planned Giving, develop and implement additional stewardship strategies for a larger pool of DRM donors as needed.
- Create communication touchpoints and group activities for donors in addition to one on one cultivation.
- Place thank you calls to all unassigned donors to DFL in effort to prospect for portfolio and Major Donor potential.

People Care

People are the key to fulfilling our mission. Making internal and external patrons and their needs a primary focus is expected in all situations. This position interacts with and collaborates with employees at all levels of the organization. Communication occurs through face to face, telephone, and electronic interactions and may also include contact with the general public and League business partners. Communication and contact must be clear, understandable, cooperative, professional and respectful in all circumstances. Employees are expected to actively support a positive team environment, directly address conflict, and appropriately express concerns.

Competencies

Competencies are work behaviors and expectations necessary for successful job performance. They encompass knowledge, skills, abilities, attitudes, and actions. Additional definitions for competencies may be obtained from Human Resources

Organizational Key Competencies

- Integrity and Ethics
- Adapting to Change and Ambiguity
- Customer and Community Focus
- Emotional Intelligence
- Excellence

Position Key Competencies

- Analytical Thinking
- Fiscal Responsibility
- Project Management
- Community Partnerships
- Innovation
- Strong Verbal and Written Skills
- Donor Relations
- Strategic Thinking
- Financial Acumen

Supervisory or Managerial Responsibility

- Volunteers

Travel

- This position may require travel to different work sites

Full Time Benefits – Please visit our website for a comprehensive list of all offered benefits.

- Benefits (medical, dental, and vision)
- Flexible spending accounts
- League-paid Life and Short-Term Disability Insurance
- Paid Time Off (PTO)
- Paid Sick Time
- Holiday Pay
- 401(k) with matching
- Sabbatical program
- Relocation assistance
- And more!

Compensation:

Starting at \$61,000.00 - \$65,000.00 (starting pay commensurate with market, experience, and equity)

Work Conditions and Physical Requirements

Performs work primarily in an office setting. Potentially prolonged periods of sitting and repetitive motion. May work in an area with high noise level. Potentially subject to animal bites and scratches. Exposure to cleaning chemicals, fumes, dust, animal dander, and feces. Occasional lifting with reasonable accommodation.

We will begin reviewing applications as they are received and anticipate closing the application period on January 25, 2024.

Requirements

Position Qualifications

Knowledge/Skills/Abilities

- Superior business writing skills, particularly for fundraising or proposal writing.
- Knowledge of best practices in segmented marketing strategies as they apply to fundraising.
- Proficient in MS Office Suite: Word, Excel, Outlook.
- Familiarity with donor databases
- Ability to work independently as well as collaboratively with Development team.
- High-quality leadership, professionalism, energy, passion and drive to achieve goals.
- Ability to handle multiple tasks, adhere to deadlines and work well under pressure.
- Demonstrated ability to deal with highly sensitive and confidential material and situations.
- Must exercise excellent independent judgment and initiative.
- Strong organizational, analytical, interpersonal, oral communication skills required.

Required

- **Education:** Bachelor's degree in non-profit management, communication, sales or related field, or equivalent experience
- **Work Experience:** Two years of experience in fundraising or related field
- **Special Training, Certification or Licensure:** None

Desired

- Experience in Mid-Level portfolio management, donor communications and events

Salary Description

\$61,000.00-\$65,000.00

To Apply

Submit applications [online](#) here.