Donor Relations Officer

Are you compassionate about animals and have a desire to speak for those who cannot? 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. If you work well with people too, join our team and help us provide that voice.

**Purpose of Position:** The Dumb Friends League Donor Relations Officer is responsible for coordinating and overseeing stewardship and cultivation initiatives for the development team including the management of the monthly donor program. This position serves as an initial and primary contact for all donors and is responsible for building and maintaining positive relationships with the League.

**Responsibilities:**

- Coordinate cultivation and stewardship for all donors including but not limited to gathering impact data and creating programmatic impact reports, developing and coordinating annual thank-a-thon, completing daily follow up calls to donors at the $500-999 level.
- Work across the department to support donor pipeline for upgrading donors.
- Qualify donors to determine interest in developing a deeper relationship with the organization and potential for major gift assignment.
- Support stewardship initiatives for planned giving donors in conjunction with planned giving strategy and communications calendar.
- Manage Compassion Club monthly donor program, to include developing growth and retention strategy, coordinating acquisition efforts with direct mail partner and marketing team, implementing lapsed monthly donor outreach, and tracking metrics to inform future decisions.
- Responsible for reaching FY revenue goals for Monthly Donor Program.
- Responsible for all gift acknowledgments to include coordinating print acknowledgements, online/electronic acknowledgments, and end of year tax statements.
- Facilitate and support cultivation events.
- Collaborate with development and marketing teams to innovate new strategies for donor stewardship and cultivation aimed to grow donor retention and engagement and define the League as a charity of choice.
- Assist with special projects and events, as they relate to donor relations.
- Manage donor issues through email and phone promptly, respectfully, and effectively demonstrating a thorough knowledge of the organization and donor needs. This includes serving as the call center contact for development inquiries M-F.
**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 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. Organizational competencies apply to all jobs at the League; position competencies are specific to this position.

**Organizational Competencies** – Accountability, flexibility, teamwork, attention to detail, initiative, managing resources, technical expertise, decision making, integrity, results-oriented, time management

**Position Competencies** – Analytical thinking, fiscal responsibility, project management, community partnerships, innovation, donor relations, strategic thinking, financial acumen.

**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.

**Full Time Benefits:** Medical, dental and vision insurance, flexible spending accounts, League-paid Life and Short-Term Disability Insurance, Paid Time Off (PTO), holiday pay, 401(k) with matching and more!

**Compensation: Starting at $24.30 / hour** (starting pay commensurate with market, experience, and equity)

**Position Qualifications**
**Knowledge/Skills/Abilities**
- Ability to maintain confidentiality.
- Strong verbal, written and interpersonal communication skills.
- High level of organization and attention to detail.
- Creative communicator and problem solver.
- Proficiency with Microsoft Office
Required

- Bachelor's degree in non-profit management, communication, sales or related field, or equivalent experience
- At least 3 years of experience in building relationships in a sales or fundraising environment

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