



RHODE ISLAND COMMUNITY
FOOD BANK

Rhode Island Community Food Bank
Job Description

Position Title: Manager, Donor Engagement

Reports to: Director of Individual Philanthropy

Department: Development & Communications

Status: Full Time, Non-Exempt (Hourly)

Grade Level: 8

Starting Between: \$52,500 - \$64,400

Work-From-Home-Eligible: 20% of the time

Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Vision: We envision a state where no one goes hungry.

Diversity Statement: The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects, and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers, and supporters with diverse identities and life experience. When we seek out, recognize, and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

Position Summary:

The Manager of Donor Engagement is primarily responsible for the cultivation, solicitation, and stewardship of mid-level donors and prospects. Working closely with the Director, Individual Philanthropy (DIP), the Engagement Manager will play an integral role for the Food Bank helping to grow the pipeline of major donors and prospects by engaging new and returning mid-level donors.

The ideal candidate has previous development or related customer relations experience and is looking for more direct donor interaction to build their frontline fundraising skills. This is a great opportunity to join a supportive and collaborative team. The successful candidate will be a proactive team player who is

organized and attentive to detail with excellent communication skills and an understanding of fundraising strategies and donor relations best practices.

As a key member of the major gifts team, the Donor Engagement Manager will track and manage mid-level donor activity and reporting, execute a new mid-level donor acknowledgment process, help to plan and execute donor cultivation events, and other projects that deepen relationships with major donors and prospects, collaborating with other members of the Development and Communications team and with peers across the agency.

Duties and Responsibilities:

1. Support the Food Bank's major gifts program by soliciting, acknowledging, and stewarding a portfolio of mid-level donors between \$500 and \$1,000 and others, as assigned. Contribute to regular portfolio assignment review. Identify prospects for the major donor pipeline. Respond to donor inquiries.
2. Manage the stewardship of donors in the Sustainer's Harvest
3. Manage incoming and outgoing communication to mid-level donors around donations, visits, and events, coordinating with the Director, Chief Philanthropy Officer, Development Coordinator and other team members reaching donors via telephone, mail and email.
4. Use Raiser's Edge NXT CRM to track and manage donor and prospect activity. Update and maintain donor contact information, notes, actions and proposals; generate and verify accuracy of reports as needed.
5. Help plan and execute donor events, including generating invitee lists from the database, communicating with attendees, tracking attendance, and staffing events.
6. Manage the mid-level and major donor acknowledgement system, working closely with Database Manager and Development Coordinator, to process, sign and mail donor acknowledgment, tribute and other recognition mailings and reports.
7. Work with the Development Coordinator to prepare materials for volunteers making thank you calls to donors, including generating donor information, draft calling scripts and talking points and recording information in the donor database.
8. Conduct prospect and donor research.
9. Other duties as assigned.

Skills and Qualifications:

- A Bachelor's degree or equivalent work experience
- 3-5 years Development or related experience highly desirable.

- Strong database and desktop skills with proficiency in the Microsoft Office suite.
- Experience with Blackbaud Raiser's Edge NXT CRM or other donor database preferred.
- Excellent verbal and written communication and organizational skills with keen attention to detail.
- Ability to work with people from diverse social and ethnic backgrounds.
- Energetic, self-motivated, flexible, and able to multi-task. Able to work both independently and as part of a team.
- Strong interpersonal skills and the ability to relate to donors, prospects, other staff, volunteers, agency representatives and the public.
- Interest in the Food Bank's work to reduce hunger in Rhode Island through food distribution, nutrition education and job training programs.
- Able to work occasional evenings and weekends for Food Bank events and represent the Food Bank at third party events.

Manager, Donor Engagement

Date