

THE RELATIVES
Job Description

Job Title: Donor Relations Associate - The Relatives
Department: Advancement
Reports To: Philanthropy Manager
Indirect Report to: Director of Philanthropy, The Relatives
FLSA Status: Exempt
Prepared By: Executive Director, The Relatives
Prepared On: August 2022

SUMMARY:

The Donor Relations Associate (DRA) serves as a member of The Relatives’ Advancement team. The DRA supports the execution of a comprehensive stewardship plan. He/She processes all gifts and acknowledgement letters in a timely manner, assists in direct mail solicitation, ensures database contains correct information, and pulls lists from the database for newsletters, annual reports, fundraising campaigns, and other donor communications. The DRA assists the Advancement Team in planning and implementation of a comprehensive annual development plan, to achieve goals as determined by The Relatives’ strategic plan. This position will also collaborate with Administrative and Marketing Coordinator on collateral, event promotion, and to ensure social media strategy aligns with current Advancement activities.

The DRA is expected to work closely with Housing, Crisis Center, and On Ramp program staff to identify funding needs and donor communications content.

Externally, the DRA will be an advocate and spokesperson for The Relatives by attending events as needed. The DRA will also be expected to cultivate relationships with lapsed, current and prospective donors.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

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Assist with donor communications including acknowledgement letters, newsletters, fundraising appeals, annual report, and other communications as needed.	Build and schedule 12 e-newsletters to meet the deadlines in the stewardship calendar
Assist in management of Point of Entry events.	Per schedule provided by the Philanthropy Manager, pull attendance reports, send “know before you go” email, track attendance, and manage contact cards.
Assist with the planning, logistics and execution of The Relatives’ annual breakfast fundraising event and other cultivation events annually. Work flexible hours as needed.	Help Advancement Team meet financial goals of Breakfast With The Relatives by managing logistics, table assignments, and back-end database work.
Manage and grow The Relatives’ <i>Hope Builders</i> monthly giving program.	Increase monthly donors by 5% each year with an average gift of \$25 per month.
Responsible for gift processing and ensuring donations and donor data is being accurately entered into Raiser’s Edge/NXT	No more than three occurrences of the same data quality issue on the Monthly Giving Report over the course of one year
Creates timely, accurate acknowledgement letters	Acknowledgement letters will go out to donors within 2 business days during most of the year;

	within 5 business day during the calendar year end appeal.
Completes all mandated training.	100% of required training will be completed within specified time frame.
Attendance: Has minimal occurrences of unscheduled absences or lateness	No more than 5 unscheduled events per year

Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor’s degree in Fundraising, Communication, Marketing or Business Administration preferred. 2+ years related experience required. Proficiency in MS Office applications and the Internet. Raiser’s Edge experience highly preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as frequency distribution and correlation techniques.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature: _____

Date: _____

Supervisor: _____

Date: _____