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| **Position Title** | Donor Engagement Officer |
| **Position Type** | Salary/Exempt |
| **Supervisor’s Title** | Director of Donor Engagement |
| **Date of Last Revision** | August 2022 |

**Position Purpose:**

The Donor Engagement Officer concentrates on securing major gifts by managing a group of assigned donors and prospects.  The Officer is an integral member of the advancement team ensuring a strong base of ongoing financial support for Gleaners Food Bank of Indiana. The Officer will share with individuals and community stakeholders the work and impact Gleaners has on constituents in our 21-county service area.  The Officer engages in personal visits and outreach to cultivate and solicit prospects and donors. The Officer will be a key member of all fundraising campaigns. The Officer is a collaborative team member within the fundraising department and food bank. All responsibilities shall be consistent with Gleaners Food Bank’s mission to lead the fight against hunger.

**Position Essential Functions and Responsibilities:**

*To be successful in this role, an individual must be able to perform in a satisfactory manner the functions/responsibilities listed below. Nothing in this description restricts the right of management to assign or reassign duties and responsibilities to this job at any time, without notice; however, Gleaners will make reasonable accommodations to enable individuals with disabilities to perform these functions. This job description is not an employment agreement or contract.*

**Essential Functions:**

* Qualify a caseload of donors and prospects (move caseload through stages of relationship building:  investigate, cultivate, solicit, steward) to enlist donors in major giving with primary focus on cultivating and securing gifts of $5,000 and above.
* Identify and execute planned giving proposals.
* Monitor and analyze portfolio performance and achieve annual goals.
* Create goals in qualified caseload based on donor history of giving and the organization’s knowledge of donor potential:  evaluate philanthropic capacity and connectivity/affinity to Gleaners.  Create a plan for each donor that will serve as a foundational communication and marketing plan for each person in qualified caseload.  Faithfully and timely execute that plan so individuals on the caseload are retained and upgraded or disqualified.  Qualify prospects.
* Produce a written report for each contact with donors and prospects in portfolio that demonstrates purpose, process for building relationship/linkage and next steps.
* Share customized communications for supporters to deepen their understanding and support of Gleaners’ mission.
* Execute annual stewardship events and activities to enhance long-term donor relationships which undergird retention and giving. Communicate information and results to donors to inform how their philanthropy is utilized and impacted the organization and constituents.
* Embrace and embody the mission, values and goals of Gleaners by articulating our case statement:  Why Gleaners?  Why now?  Why donor/prospect/volunteer philanthropy?
* Prepare briefings on donors, prospects and community partners as needed for philanthropic outreach executed in tandem with a member of Gleaners’ Senior Leadership or Board/Volunteer leaders.
* Assist with developing budgets, goals and performance measures for the strategic gifts program and analyzing results.
* Capitalize on opportunities for advancement by sharing prospects or ideas with colleagues in corporate, foundation and digital fundraising as well as marketing/communications.
* Maintain donor confidentiality and handle sensitive matters with utmost discretion.
* Personnel Management: Assist with assignments for interns as needed and serve as a mentor.
* All other duties as assigned.

**Skills/Qualifications:**

*The requirements listed below are representative of the education, experience, knowledge, skills, and/or abilities an individual needs in order to perform this job successfully.*

**Education and/or Experience:**

* Bachelor’s Degree in a related field or equivalent related experience.
* CFRE/CRFM preferred.
* Five years of proven experience in fundraising, including demonstrated knowledge of fundraising principles and best practices, including planned giving
* Experience developing effective relationships with key leaders, volunteers and donors.
* Experience in a moves management/prospect review process including pipeline development.
* Experience with coordination and preparation of project budgets.

**Certifications/Licenses/Registrations:**

* Valid driver's license/Clean driving record /Must be insurable by company vehicle insurance provider.

**Skills and Abilities:**

* Strong motivational leadership style, strategic thinking, and interpersonal skills.
* Strong organizational skills, sound judgment, and timely and effective decision-maker.
* Ability to think creatively and strategically with analytical abilities and identify and resolve problems effectively.
* Strong time management skills and the ability to prioritize a large number of tasks.
* Maintain a positive and constructive attitude while solving problems.
* Competency in planning and execution of projects and plans, balancing short-term tactical and long-term strategies.
* A commitment to full and visible participation as a hunger relief leader in the community and ambassador for Gleaners.
* Ability to work well and build rapport with diverse constituent groups, both internally and externally.
* Professional who takes initiative and exhibits high energy, compassion, optimism, absolute integrity, tact, excellent listening skills, collaboration, flexibility, sense of humor and enthusiasm.
* Commitment to building relationships and engaging as a team player.
* Excellent skills in the planning and assessment of development programs, including annual giving, major and planned gifts.
* Excellent written and oral communication skills.
* Basic math skills with the ability to analyze large quantities of data.
* Continuous improvement methodology.
* Proficient at Microsoft Outlook, Word, Power Point, Access, and Excel.
* Knowledge of and familiarity with donor database systems/CRM and online advocacy tools.
* Ability to work a computer, copier, fax machine, telephone, calculator, cell or smart phone.

**Core Competencies:** Communication, Customer Service, Reliability/Dependability, Respect and Integrity, Teamwork and Work Habits/Planning

**Physical Demands:**

*The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. Gleaners will make reasonable accommodations to enable individuals with disabilities to perform these functions.*

* Ability to push, pull, lift, move and carry up to 25 pounds at least 1% of the time.
* Ability to move within/between Department or Facility.
* Ability to sit, stand, speak clearly, see, feel and have manual dexterity.
* Ability to drive.

**Work Environment:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Gleaners will make reasonable accommodations to enable individuals with disabilities to perform these functions.*

* Both an office and a warehouse environment, which may be noisy.
* Travel related to advancement of food bank within service area.
* Fast-paced and deadline oriented.
* Work independently and with minimal supervision.
* Ability to work with others, both verbally, virtually and face to face.
* Frequent use of computer and software systems.
* Flexible work schedule, including ability to work Saturday and evening hours as needed. (special events/meetings).

**Interested Candidates:** [Click here to apply](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=d98914b5-f01a-4b25-98ce-1963a737fb63&ccId=19000101_000001&type=MP&lang=en_US) or go to Gleaners.org, select About Gleaners and then select Careers!

Gleaners Food Bank is an Equal Employment Opportunity Employer and provides equal opportunities for employment and advancement for all individuals, without regard to race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation, disability, age, marital status, family/parental status, pregnancy, leave status, genetic information, veteran status, creed, citizenship status, income derived from a public assistance program, political beliefs, reprisal or retaliation for prior civil rights activity, or any other status or category protected by applicable federal, state, or local law.