

THE WOODLANDS FOUNDATION

Job Title:	Donor & Community Relations Manager
Job Category:	Regular, Full-Time
Immediate Supervisor:	Deputy Director of Advancement and Operations
Salary Range:	\$42,000-\$50,000

JOB SUMMARY

As a member of the Development team, the Donor & Community Relations Manager works to enhance donor and community relations through exceptional stewardship, community engagement and outreach.

Donor Relations

- Support a donor relations plan that ensures the highest possible level of stewardship to develop, build, and retain positive relationships with donors and supporters.
- Prepare written acknowledgement of all gifts to the organization in a timely manner.
- Maintain and manage the donor database system, which includes data entry of donations, other organization revenue, volunteer, and constituent data.
- Ensure all donor and constituent data is accurate for reporting to the leadership team, Board of Directors, foundations, donors, and the greater community.
- Work closely with the Programs Department to ensure proper documentation and record keeping for all participants and volunteers in the DonorPerfect database.
- Manage internal donation processing in conjunction with the financial coordinator.
- Prepare accurate database queries, statistics, mailing lists, import/export information for all departments as needed.
- Utilize the database to identify and help maximize engagement, stewardship and upgrade opportunities; maintain up-to-date and accurate donor records and prospect and donor management plans.
- Create reports and tracking systems for development and volunteer activities.
- Work closely with Financial Coordinator to ensure donations are categorized correctly and reconciled on a monthly basis.
- Maintain grant/foundation tracker and reporting requirements. Works with the Deputy Director of Advancement & Operations to analyze giving trends and provide dynamic monthly dashboards and reports.
- Create donor communications and touchpoints as needed, drafting and updating thank you letter templates.
- Manage direct mail/individual giving campaigns including coordination with vendors and staff as needed.
- Produce strategic segmentation of lists generated by the database to maximize annual giving impact, including assisting with recommended ask amounts and upgrade opportunities.
- Manage and prepare in-house mailings, including mail merges, accurate labeling and postage for events and donor campaigns.
- Maintain and grow knowledge applicable to the position, including DonorPerfect system offerings and changes to donation acknowledgement regulations.
- Research donor and gift questions.
- Conduct research on individuals and corporations for giving and sponsorship opportunities.
- Prepare Development Committee and Board Meeting materials/reports as needed.

Community Relations

- Develop a strategy to build, evolve and maintain on-campus events and activities that will have a positive impact on The Woodlands' community. (*i.e., concerts; art exhibits; etc.*)
- Create, organize, and manage community outreach events and programs designed to raise visibility of The Woodlands. (*i.e., speaker series featuring a keynote speaker that would appeal to referrers/families/general public; donor roundtables; etc.*)
- Plan, coordinate and execute public events, such as ribbon cuttings, open houses, seasonal festivals, etc. to both celebrate milestones and engage the public.

- Build and maintain relationships with members of the community, partners/affiliates of The Woodlands, and referrers.
- Build relationships with local media; act as the point person for any media relations communications and opportunities.
- Advise on and attend relevant events and activities to represent The Woodlands and build strong relationships with key community members.
- Gather feedback and insights from The Woodlands' community/key stakeholders to continuously improve The Woodlands' brand.
- Respond to inquiries from community members/interested parties; when needed, recruit a knowledgeable spokesperson or information source to assist.

Requirements

- Bachelor's degree from an accredited college or university with major coursework in marketing, communications, business management, psychology, nonprofit management, or relevant field required.
- Minimum 3 years working for a nonprofit organization in development, communications and/or marketing.
- Minimum 3 years' demonstrated experience in working with a donor database, preferably DonorPerfect.
- Business acumen for data management.
- Proficient with computers; highly knowledgeable and practiced with Microsoft Office Suite, Adobe Creative Suite a plus.
- Must embrace and have a good working knowledge of office technology including AV equipment, and virtual platforms.
- Ability to work in a professional and positive manner with high attention to detail; willing to take ownership of project critical tasks in a fast-paced dynamic work environment.
- Ability to utilize tact, diplomacy, discretion and good judgement at all times, but especially when exposed to sensitive or confidential donor information/material.
- Must be organized, agile, detail-oriented and have strong time-management skills.
- Possess critical thinking skills and the ability to quickly and competently switch between multiple tasks; able to calmly adjust focus and shift priorities based on department/staff needs.
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners; comfortable speaking to diverse constituents, one-on-one, or in group settings.
- Highly experienced in social media applications, understands their importance in relationship building, and recognition of donors.
- Act 33, 34, 73 clearances; drug test; Mandatory Child Abuse Reporter Certification.

Benefits

- Immediate accrual for 3 weeks of Vacation Time annually with tiered accruals for years of service
- 2 Personal Days
- Paid Sick Time
- 9 Paid Holidays PLUS year-end paid closure from Christmas Eve (observed) through New Year's Day (observed)
- Medical, Dental, Vision coverage available upon start date – 75% employer paid for employee and dependents
- Life & AD&D Insurance – 100% employer funded
- Employer funded Health Reimbursement Account (HRA)
- 403(b) Plan – employer match after 90 days of employment
- Free parking
- Flexible schedule

To apply, please email cover letter and resume to Rachel Clark, Administrative Manager, at rclark@woodlandsfoundation.org.

Equal Employment Opportunity

The Woodlands provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. WFI expressly prohibits any form of workplace harassment based on race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. Improper interference with the ability of WFI's employees to perform their job duties may result in discipline up to and including discharge.

Employment decisions include but are not limited to advertising, recruitment, hiring, placement, upgrading, transfer, demotion, compensation, training, layoffs, recalls, or terminations.