



Donor Engagement Manager

We are looking for someone who is passionate about our mission and is eager to connect with people to support it!

In addition to a great work environment, we offer 14 days of paid vacation to start, 12 paid holidays, 10 paid sick days, excellent health and dental coverage, and a retirement plan with an employer match. The starting pay for this position is \$57,391/year.

We are currently located in Hatfield and we are moving to our brand new facility in Chicopee this fall.

See below for the job description.

To apply for this position, send a resume and cover letter to jobs@foodbankwma.org so we can get to know you.

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JOB OVERVIEW

The Donor Engagement Manager is responsible for creating and implementing effective donor pipeline relationships and strategies with new and existing major gift donors to meet The Food Banks' fundraising goals to support our mission. This role also collaborates with the rest of the Philanthropy Division to engage community members and synchronize fundraising efforts.

REPORTING RELATIONSHIPS

Reports to: Director of Philanthropy

Supervises: No direct reports but may provide direct and indirect supervision to volunteers

ESSENTIAL FUNCTIONS

- Build and maintain strong relationships with existing and prospective donors through appropriate and regular communication and identify areas of mission interest and determine the best giving options based on donor capacity and interest (i.e. planned giving, gifts of stock, etc.).
- Provide tours of the facility, farm, mobile food banks, and brown bag sites to individual donors.
- Maintain accurate, detailed, and up-to-date donor records in Raiser's Edge NXT to inform stewardship and targeted communication strategies.
- Create and implement a moves management system for current and prospective donors.
- Secure gifts at the \$1,000-\$4,999 level - an annual goal will be set based on organizational need.
- Acknowledge major donors through appropriate public and private recognition in a timely manner.

- Provide the Director of Philanthropy, the Philanthropy Committee, volunteers, and other staff with support for their solicitation activities including strategic counsel and help with donor communications.
- Stay abreast of evolving engagement and philanthropy trends to inform The Food Bank's strategies and tactics.
- Build and maintain awareness of The Food Bank's mission, activities, and impact; translate and communicate our work effectively to donors.

OTHER RESPONSIBILITIES

- Create queries and reports for donor trend analysis
- Continue to deepen knowledge of food insecurity and its underlying causes
- Review and analyze monthly/quarterly/annual reports produced by the Donor Relations Department
- Support the Philanthropy Division by attending donor events and reinforcing donor stewardship across the organization
- Speak on behalf of The Food Bank at public and private events including house parties, Food Bank events, and other community events

WORKING CONDITIONS

- Hybrid work environment with onsite and remote work and travel to meet with donors.
- Occasional nights and weekends with the opportunity to flex hours.

JOB QUALIFICATIONS/REQUIREMENTS

- 2 years of experience in donor cultivation, solicitation, and/or other transferable relationship-building experience
- Demonstrated ability to take initiative and be a creative, experienced collaborator with keen judgment
- Ability to manage and partner with colleagues, Food Bank leadership, and fundraising volunteers
- Demonstrated understanding and/or use of moves management
- Experience in results-oriented prospect and donor engagement
- Excellent interpersonal, verbal, and written communication skills
- Strong organizational skills, ability to work independently, and to manage multiple projects
- Highly proficient in MS Office (Word, Excel, PowerPoint)
- Experience with donor relations and/or sales CRM or demonstrated ability to learn new software. The Food Bank currently uses Blackbaud/Raiser's Edge NXT
- A driver's license with access to a reliable vehicle for work-related local travel or routine access to reliable transportation for local travel

JOB PREFERENCES

- 5 years of experience donor cultivation, solicitation, and/or other transferable relationship-building experience

- 2+ years' experience with Raiser's Edge NXT
- Experience working with donor relationships in Western Massachusetts
- Bilingual Spanish-English
- CFRE certification

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