



**POSITION:** Donor Development Manager  
**PROGRAM:** Development and Communications  
**REPORTS TO:** President and CEO  
**STATUS:** Full-time, Exempt Position

### **PURPOSE OF THE POSITION**

Support the financial solvency of IFC, ensuring that the organization can pursue its mission with abundant resources.

### **DESCRIPTION OF RESPONSIBILITIES**

#### **Accountability to the provision of programs consistent with the agency's mission, vision and values**

- Maintain an environment of dignity and respect
- Represent IFC in a professional manner within programs and in community, centering members and residents
- Adhere to all member confidentiality requirements and standards
- Maintain positive, professional, relationships with residents and members, staff, leadership, board members and volunteers
- Resolve interpersonal conflict timely and directly with the person the conflict resides, seeking support and tools from leadership as needed
- Include members and staff in decision-making and problem-solving, honoring their expertise

#### **Fund Development**

- Co-develop and execute IFC's annual fundraising plan and calendar guided by IFC's mission, vision and values and inclusive of private giving segments: individuals, congregations, foundations, businesses
- Manage a portfolio of top prospects and donors, and collaborate with the President and CEO on solicitation and stewardship strategies
- Manage structure and implementation of donor database and gift processing
- Collaborate with finance department to ensure accurate records and timely acknowledgments
- Oversee and manage donor outreach events

#### **Communications**

- Responsible for developing and posting social media content on a frequent basis
- Co-coordinate the communications and marketing strategy, including channels and materials that support fund development and donor communications
- Co-produce with the team at least 2 newsletters and 2-4 annual appeals each year
- Ensure consistent branding across digital and print media
- Serve as a resource for colleagues on branding and marketing efforts

#### **Community Engagement**

- Ensure that the organization's mission and values are conveyed to prospective donors and the public through community engagement opportunities
- Serve as first-point-of-contact and respond in a timely manner to inquiries made by donors, community members, and media; send appropriate correspondence and connect with appropriate IFC staff
- Attend congregational liaison meetings in order to build relationships, update our congregational partners on IFC happenings, and ask for support
- Support and expand IFC's external partnerships and larger community network, including representing the organization at community forums and funder meetings
- Co-coordinate staffing for community events (such as National Night Out, Food Truck Rodeo, and other opportunities for organizational outreach and visibility); support groups who are interested in holding food and supply drives and other third-party events to benefit the organization; connect them to appropriate staff
- Engage visitors and guests upon entry into the space, answer questions, give tours, and educate community members

### **Leadership**

- Serve as an active member and leader of IFC's staff team
- Staff Board of Director's Development Committee meetings, engage members in fundraising efforts
- Attend and support full Board of Directors meetings, as needed

### **Provide leadership and model professionalism and healthy workplace relationships, including participation at meetings**

- Model professional and healthy relationships and boundaries in all workplace activities, including after-hours events where staff and/or members are present
- Attend meetings, including but not limited to staff meetings, staff trainings, 1:1 supervision meetings, board meetings, congregational liaison meetings, and relevant volunteer meetings
- Maintain a regular presence at work, in meetings, and work-related settings
- Perform other duties as assigned

### **Other Development and Administrative Duties**

- Participate as a collaborative member of Development and Communications Team
- Respond to donor, media, and public inquiries in a timely, professional, and helpful manner
- Provide logistical support for donor and volunteer-focused special events
- Complete other duties as assigned

### **EMPLOYMENT QUALIFICATIONS**

- A strong belief in the importance of IFC's mission and vision
- Understanding of the causes of poverty, homelessness and food insecurity; passion for the work of IFC and an appreciation for the community support and volunteerism that drives IFC's mission
- Natural networker who enjoys interacting with people, giving tours, attending events, and public speaking
- 3 years administrative experience in a non-profit or professional setting
- Appropriate education or experience related to fundraising, development and communications, or marketing.
- Familiarity with the fundamentals of fundraising in a non-profit organization
- Excellent verbal and written communication skills
- Detail-oriented, organized and accurate, with excellent proofreading and time management skills
- Ability to adjust priorities and respond with flexibility to changing deadlines
- High proficiency with Microsoft Office applications, including Word, Excel and Outlook

- Initiative and independence in carrying out responsibilities and internally motivated by the desire to achieve set goals
- Recognition of the importance of confidentiality of donor information
- Flexible work style, sense of humor, and ability to work as part of a diverse team

**WORK ENVIRONMENT**

- Operate in a professional office environment
- Availability to work a flexible schedule, including occasional evening and weekends
- Must be able to stand or sit for periods of time
- Routinely use standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines
- Regularly required to interact with volunteers and visitors
- Occasionally may be required to lift up to 30 pounds
- May require handling of member, resident, volunteer, and staff situations where policy enforcement, violence de-escalation, conflict resolution, and/or trauma or grief support may be needed

**ACKNOWLEDGEMENT**

I have read and understand the expectations of this position and understand that my performance will be evaluated at the end of the introductory period and annually thereafter.

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Employee Signature

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Date

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IFC Representative

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Date