



## POSITION DESCRIPTION

**POSITION TITLE:** Donor Relations Manager

**GRADE LEVEL:** 06

**OPERATING UNIT:** Resource Development

**REPORTS TO:** Chief Development Officer

**CLASSIFICATION:** Full Time/Non-Exempt

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### **POSITION SUMMARY**

Reporting to the Chief Development Officer, the Donor Relations Manager is a member of the development team responsible for securing public support for the organization. The primary role of the Donor Relations Manager is to manage donor events, annual appeal and family giving campaigns, planned gifts and assist Chief Development Officer with sponsorships.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

- Works with Fund Development team to create a strategic fund development plan that maintains diversified funding streams and supports council goals for: General Fund Raising, Grants/Foundation Proposals, United Ways, Special Events, Capital Campaigns and Major/Planned Gifts.
- Oversee and meet established annual and family giving campaign targets.
- Effectively represents the organization with corporate and individual donors, building and enhancing current and future collaborative relationships.
- Manages and oversees volunteer committees to manage and organize logistics, timelines, and goals of special events (Cookies and Cocktails, Juliette Low Leadership Society Luncheon etc.) to meet council fundraising goals.
- Provide effective stewardship of gifts.
- Works to improve financial goals through special events and developing new fundraising ideas.
- Maintain portfolio of donor prospects to cultivate and develop strategies for solicitation.
- Provides professional and high-quality customer service to donors, members, volunteers, staff, and other community contacts.
- Oversees planned giving and in-kind solicitation
- Performs other duties as assigned.

### **REQUIRED COMPETENCIES/SKILLS**

- Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service.
- Job Knowledge: Competent in required job skills and knowledge; Displays understanding of how job relates to others; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Uses resources effectively.
- Problem Solving: Identifies problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Resolves problems in early stages; Works well in group problem solving situations.
- Teamwork: Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interest.
- EPIC: Empathy with colleagues and customers, Possibility Thinking, Innovation, Courageous Leadership of self and others.

## **SUPERVISORY DUTIES**

- Demonstrated success leading and managing other professionals, support staff and volunteers to achieve short and long-term professional goals and competencies individually and as members of a team.
- Project management skills.

## **EDUCATION AND/OR EXPERIENCE**

- Bachelor's Degree and 3+ years in related area preferred.
- Minimum of two (3) years of experience in one or more of the following areas: marketing, development, or public relations. An equivalent combination of experience and education will be considered.

## **ADDITIONAL JOB REQUIREMENTS**

- Clearance of background check and drug screen.
- Become a registered member of GSUSA.
- Access to reliable transportation.
- Valid Oklahoma state driver's license
- Must carry and show proof of 100/300/100 liability coverage on personal vehicle.

## **REQUIRED SKILLS & ABILITIES**

- Ability to handle confidential and sensitive information.
- Excellent verbal and written communication skills.
- Outstanding interpersonal and team building skills.
- Technologically savvy in handling administrative practices.
- A demonstrated ability to work independently, take initiative and manage numerous responsibilities simultaneously.
- Ability to work under pressure and meet deadlines.
- Marketing/persuasion skills.
- Flexible with time – ability to work some nights and weekends.
- High level of creativity and strong problem-solving skills.
- Strong organizational skills and close attention to detail.
- Must be able to speak and communicate clearly, such as in public speaking engagements.
- Must be willing to work evenings and weekends when necessary; some day travel.
- Experience with Donor Perfect or other donor management software a plus.

## **COMPUTER EQUIPMENT AND SOFTWARE REQUIREMENTS**

- Computer literate with word processing and excel skills (i.e. Microsoft Office systems); ability to navigate and use Donor Perfect databases or similar software.

**SELECTIVE ABILITIES & PHYSICAL DEMANDS:** *The incumbent must be able to perform the following qualifications in order to be offered and/or maintain employment in this position.*

- Light Work (use of light force to lift, carry, push, pull or move objects), Limited exposure to adverse environment conditions, work occasional weekends and evenings/nights.
- This position requires the ability remain stationary and to use computer monitor, keyboard and mouse for extended periods of time.

## **WORK ENVIRONMENT**

The employee will work in an office environment and in close quarters with other staff and clients. The noise level in the work environment varies from moderate to loud; hectic situations can occur characteristic to working with infants, toddlers and parents in need. Exposure to odors such and scents are common.

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***This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.***

As an employee, you are a representative of Girl Scouts Western Oklahoma and people form their impressions of the council in part, based on their interaction with you. Every personal contact is with a current or potential donor to the council, thus the impression we make through community and professional contacts, and involvement in collaborations with agencies, groups or organizations is important. Fund Development and Membership Recruitment is a role assumed by all staff positions.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills and abilities.

I have read and understand the position description. I further understand and acknowledge that this current position description supersedes all former versions and shall in all instances apply.

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Employee Name (Printed)

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Employee ID#

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Employee Signature

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Date

***Mission Statement:***

**Girl Scouting builds girls of courage confidence  
and character who make the world a better place.**