



Donor Relations Manager Introduction:

The Outdoor Lab Foundation seeks a Donor Relations Manager to build and oversee a strong individual giving program. The individual giving program will include annual fund, monthly, and major gift donors. The successful candidate will develop industry standard processes and systems for high quality operations of donor management and work with the Executive Director and Strategic Partnerships Manager on strategies to find, steward, and cultivate donors. The position will primarily focus on individual donors to the Outdoor Lab Foundation, however the systems and processes developed shall work for, and integrate with, all donor types OLF enjoys.

The primary focus of this position is to support fundraising operations to drive growth in individual donor revenue. Other initiatives include, but are not limited to, increasing effectiveness of volunteer engagement and recruitment, playing a key role in event success, and coordinating strategic communications for the organization. The successful candidate will use their experience, talent, and passion for the mission to grow annual fund revenue, improve database management and reporting, and strategize with the team to foster effective donor stewardship. The Donor Relations Manager also assists with the planning and logistics necessary for successful special events. Tasks breakdown as follows: Administrative Support (20%); Donor Relations / Annual Fund (60%); Event Management (20%).

Essential Duties:

- Manage and implement the systems behind OLF's fund development operations.
- Manage OLF's donor database (Bloomerang), ensuring accurate, complete donor data.
- Initiate and cultivate relationships with new and existing donors - with the goal of repeat gifts and deeper engagement in the work of the Foundation.
- Work with the team and Communications Coordinator to generate on-brand strategic communications and marketing products.
- Develop and manage a major donor portfolios for yourself and collaborate with the Executive Director on portfolios as appropriate.
- Manage an integrated stewardship plan for a variety of donor constituencies including annual fund, monthly donors, and giving circles.
- Play a key role in the development and coordination of OLF's signature event – After Dark.
- Maintain prospect, donor and fund records in Bloomerang database; ensure timely updates.
- Ensure accurate reporting and inform fundraising strategic initiatives.
- Field inquiries via telephone, correspondence and email.
- Oversee all gift acknowledgement processes and collaborate with teammates to make sure donors are feeling valued and appreciated.
- Leverage volunteers to ensure event success and support fund development efforts.

- Manage and implement strategies for donor mailings, email cultivations, and e-appeals to secure individual contributions.
- Generate development reports from database.
- Prepare gift acknowledgement letters, Board Thank You notes, New Donor Letters, Anniversary Cards and make Thank You calls.
- Serve as donor database subject matter expert, with responsibility for infrastructure, protocols, data entry systems, fixing errors, gift processing and report writing (Bloomerang).
- Work with organization leadership to conduct database management trainings to increase database skill and generate organization-wide database procedures and expectations (in conjunction with critical staff).

Requirements:

- Bachelor's degree in a related field or relevant work experience.
- Personal and professional interests and values consistent with Outdoor Lab Foundation.
- Background or demonstrated interest in fundraising, recruitment, sales, business development, or marketing/communications.
- Strong computer skills, including but not limited to/ Word, Excel, PowerPoint, and Sharepoint.
- Experience using fundraising databases and/or accounting software such as Bloomerang, QuickBooks, Salesforce, GiveSmart, Classy, and QGive.
 - Experience with database improvements and/or transitions highly desired.
- Strong written and verbal communication skills to share organization's mission and priorities.
- Strong work ethic, self-starter, comfortable working both with close direction and on your own.
- Excellent time management and problem-solving skills.
- Exceptional organizational skills and attention to detail.
- Excellent interpersonal skills to establish, build, and maintain effective working relationships with colleagues, board /committee members, donors, and volunteers.
- Ability to maintain a high level of confidentiality.
- Occasional flexibility to work longer hours, evenings and weekends as needed.
- Strong computer skills and ability to become proficient in relevant software.
- Excellent data management and reporting skills.
- Comfortable giving and receiving feedback.
- Ability to inspire passion for our program.
- Demonstrated ability to provide exceptional customer service to donors and stakeholders.

Application Process:

- Please send cover letter and resume to Bryan Martin, Executive Director by July 2nd.
- Email only to: bryan.martin@outdoorlabfoundation.org.
- Reference your candidacy by placing "Donor Relations Manager" in the subject line.

Compensations

- \$45,000 - \$55,000 per year; Health, Dental, Vision, Life, Simple IRA match.
- Two weeks paid vacation; eight days paid sick; ten paid holidays.