



## Job Description

<b>Job title</b>	Donor Relations Representative – Part-Time
<b>Department(s)</b>	Administration
<b>Reports to</b>	Marketing & Communications Director
<b>Division</b>	Development

### Position Overview

This position is responsible for engaging and cultivating donors, focusing on those included in the “mid-level” donor category, in order to grow and strengthen their relationship with The City Mission. The Donor Relations Representative will work closely with the Marketing & Communications Director to implement the direct contact portion of the Mid-Level Donor strategy.

### Essential Job Functions

- Develop a specific portfolio of mid-level donors
- Identify Major-Level partners and coordinate their hand-off to the appropriate development representative
- Participate in the development of scripts for mid-level follow up calls
- Contact private individual donors by telephone in order to thank for their recent donations as well as to cultivate and steward the relationship
- Deliver prepared talks while reading from scripts
- Explain and provide updates on The City Mission’s programs and services, as well as answer questions from donors
- Coordinate contact with new and existing donors through volunteer, staff and others
- Utilize the database tools for reporting, segmenting donor groups, and noting communication
- Write handwritten thank you notes in order to thank donors for their support
- Write and send cards of encouragement to donors who have asked for prayer
- Obtain and confirm current donor information such as name, spouse’s name, address, email address, etc. and enter data into a spreadsheet
- Maintain accurate and detailed records of donor correspondence
- Work as part of a team under the direction of the Marketing & Communications Director to improve the strategy, methods and execution used to strengthen donor relations, especially within the mid-level donor program
- Other duties as directed

### Professional Qualifications

- Energetic and engaging discourse over the phone and in person
- Excellent verbal/written communication skills
- Confidentiality of donors and their giving activities

- A high school diploma is required; a bachelor's or advanced degree is preferred and/or prior experience in a non-profit work environment
- Proficient in the use of databases and Microsoft Office products
- Experience working in a non-profit, development department is desired

**Spiritual Qualifications**

- Professes Jesus as Lord and Savior
- Believes the Bible to be the inspired, infallible, & ultimate authoritative Word of God (II Timothy 3:16; II Peter 1:21)
- Patterns life after the example of Jesus and the commands and principles found in the Bible
- Desires to serve the Lord in the ministry of rescue

**Essential Physical and Mental Functions**

- Remains in a stationary position 70% of the time
- Stand or walk for up to 30% of the time on various surfaces (tile, concrete, carpet)
- Climb stairs occasionally
- Occasionally bend/twist at waist/knees/neck to perform various duties
- Constantly operates a computer
- Constant use of eyes (correctable vision to normal level required) to observe, read, interact with public and co-workers; includes hand/eye coordination
- Read, understand and clearly speak English; constantly use speech and hearing (correctable to normal level required) in communicating with public/co-workers, giving and receiving instructions, using phones
- Constant mental alertness and attention to detail required while setting priorities and following up on assignments
- Must possess exceptional written and oral communication and interpersonal skills with ability to deal with all levels of personnel and the general public in a professional and effective manner; must be able to use initiative and independent judgment within established guidelines
- Must be able to communicate professionally via computer programs such as Microsoft Outlook
- Must be able to handle pressure of interruptions in daily activities

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

HR use only	
Management? (Yes/No)	No
E/NE status	NE
PT/FT	PT – 20 hr./wk