



Job Title: Donor Relations Manager
Reports To: Director of Development
Classification: Exempt
Salary: \$4,750 - \$5,500/month
Schedule: Weekdays from 8 to 5 pm (some evenings and weekends are required)
Date Revised: May 2024

NOTE: Spanish is NOT required

CHANGE LIVES...AND MAKE A DIFFERENCE!

At HUF, we change our lives every single day – in small and big ways. We don't get everything right all the time, but we are certainly committed to getting the most important things right most of the time. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live *their* American dream, please continue reading...

It is imperative that all applicants share in the HUF values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come in contact with. Those values include but are not limited to: Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration, and teamwork. Bilingual (English/Spanish) is required for this position.

We are an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, our organization will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

About this Job

HUF is a \$10M+ human services, nonprofit organization serving over 30,000 clients annually. Clients served are children, youth, and adults from more than 30 countries.

The Donor Relations Manager provides proactive, responsive, and effective support of HUF's development & activities, working to advance the agency's fundraising, donor relations, and agency-wide community efforts. We're a highly motivated & cooperative team operating in a fast-paced, high-intensity work environment. A successful candidate will be able to successfully prioritize tasks, meet deadlines, and demonstrate a commitment to excellence. High levels of organization, planning, and attention to detail – along with a can-do attitude - make you an ideal fit for HUF!

Major projects will include Fundraising Events, Give Miami Day, End-of-year Campaign and support for events, such as the Entrepreneur Summit. Weekly and monthly activities include performing funder & donor research, producing reports, creating donor communications, managing event logistics, preparing & executing mass mailings, providing support for agency-wide volunteer opportunities and managing inventory of materials for donors/funders. Day-to-day activities include gift processing & preparation of thank you letters; data entry & management; handwriting thank you notes to donors; and working in collaboration with all department staff members.

Responsibilities

- Process incoming donations & pledges; ensure gifts are promptly & accurately recorded and acknowledged.
- Prepare written materials (ex. letters, notes, reports, presentations) with few to no errors and provides support to others (ex. editing & proofing).
- Draft, edit, and distribute key print and digital donor communications, including, but not limited to direct mail, website pages, donor acknowledgements, annual reports, and e-blasts.
- Regularly maintain donor relationship management database, including data entry, updating constituent records, and compiling biographical information.
- Research, compile, and analyze information on funders/ donors, key issues, relevant data, and trends.
- Respond to requests for information and data in a prompt and courteous manner.
- Provide logistics and administrative support for orientations, meetings, and travel (ex. scheduling support, securing meeting space, sending reminders), as well as assisting in the coordination and execution of all cultivation, stewardship, and fundraising events.
- Fulfill data and reporting requests, including maintenance of electronic and hard copy filing systems.
- Help maintain and support engagement plans for the cultivation, solicitation, and stewardship of prospective and existing funders & donors.
- Manage the purchase of gifts for donors and other stakeholders.
- Provide logistical/administrative support for events either created or hosted by HUF or its volunteers.
- Analyze trends, evaluate data, and create reports on key metrics to monitor campaign efficiency.
- Drive to various locations to perform his/her duties.
- Special events/projects may require evening or weekend work (Occasional).
- Assist with special projects, administrative tasks, and perform other duties as assigned.
- Track revenues and prepare monthly performance dashboards and scorecard.
- Attend events and meetings with funders/donors as needed.

Qualifications

- The ideal candidate should possess a minimum of an associate degree in a relevant field. Alternatively, a High School diploma will be considered with a minimum of three years of related experience.
- Strong project management, time management, and organizational skills, including the ability to set & manage multiple priorities and the ability to improve on existing processes/systems.
- Demonstrates a keen attention to detail, a commitment to follow-through, and a high level of motivation while displaying readiness, optimism, and calm under pressure while working in a fast-paced environment.
- Must demonstrate a strong command of English, written & oral, including grammar, spelling, structure, delivery, clarity, and succinctness.
- Meet strict deadlines and take initiative with moderate supervision.
- Demonstrates top-notch customer service skills. Interacts with individuals from diverse backgrounds, educational levels, and cultural surroundings with respect and compassion. Works well independently and as part of a team, to promote harmony, cooperation, and good morale.
- Possess problem solving skills and recommend solutions.
- Always display professional demeanor and high ethical standards.
- Computer proficiency with Microsoft Office (Excel, PowerPoint, Word). Able to troubleshoot information technology issues.
- Competency with donor management software, customer relationship management (CRM) software, or an

ability to quickly learn database systems.

- Ability to do basic math, including addition, subtraction, division, and multiplication.
- Must have a valid driver's license and appropriate motor vehicle insurance.

Work Experience

- Nonprofit experience is a plus but is NOT required. Candidates with job experience in these areas are encouraged to apply - inside sales support, sales & marketing coordinator, communications, journalism, advertising, PR, university/college foundation or alumni association, executive assistant or fund development/fundraising related field.

Perks of Working with HUF

- Invest in Your Career – join a team that values personal and professional development; a team that takes pride in promoting from within. Take advantage of sponsored trainings, coaching and our ever-growing library of books & white papers on a variety of topics from donor stewardship to time management.
- Meaningful Work – you'll contribute directly to an organization that helps thousands of South Florida individuals and families achieve their full potential as they work on achieving *their* American dream.
- Recognition – employees receive agency-wide recognition for special occasions (birthdays and milestone work anniversaries) and top-performers are recommended by their peers for the “employee of the quarter” award.
- Sense of Accomplishment – see your hard work pay off - a client success story, an improved process or procedure, feedback from a donor about an engagement piece, a successful event – and enjoy the sense of doing something well and meaningful.
- Paid time off (holidays, personal, vacation, sick)
- Health, vision, and dental health insurance or discount plans offered to eligible employees.
- 401(k) retirement plan offered to eligible employees.

Other

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

I have read my job description and understand my responsibilities.

Employees Signature _____ Date: _____

Manager's Signature _____ Date: _____