Keeping families close

JOB TITLE: Donor Stewardship Manager

DEPARTMENT	**Development**			
REPORTS TO	**Director of Development**			
JOB CLASSIFICATION and STATUS	**FT/ Exempt**		**DATE**	**March 7, 2019**

The mission of [Ronald McDonald House Charities of Kansas City](#) (RMHC-KC) is to reduce the burden of childhood illnesses on children and their families.

JOB DESCRIPTION

Job Purpose: Implements a comprehensive, customized donor relations program in support of the Development Plan. Working with the Development Director, determine the best strategies for effective stewardship of donors.

Essential Functions:

- Oversee the integrity and accuracy of the donor database. This includes entering financial and donor data, diagnostic queries, preparation of reports, and timely acknowledgment to donors.
- Upkeep of donor management software sufficient to be able to produce gift reports, donor rosters, acknowledgements, donor pledge commitments and reports as well as donor recognition reports.
- Establish routine database clean ups (duplicate profiles, inactive constituents, demographics, e-mails, phone numbers, NCOA updates, etc.).
- Analyze income trends and patterns and works closely with other fundraising team members to develop strategies to research, engage, and steward new potential supporters.
- Event Support: set-up events through OneCause, prepare and manage mailing lists, act as lead staff for all registration of major events, manage financial and analytical event reports, gift processing support of some third party events, and assist event leads with reporting needs.
- Prepare mailing lists and reports for marketing appeals.
- Supervise workload of part-time data entry volunteers and/or staff.
- Manage the structure, formatting, and messaging of central gift acknowledgments and donor pledge tracking and reminders.
- Evaluate and recommend computer needs to accommodate effective management and utilization of database records.
- Participate in the development of policies, procedures and management systems essential for an impactful donor relations program.

Knowledge, Skills and Abilities:
- Bachelor's degree and 5+ years experience managing and analyzing donor data.
- Strong communication skills.
- Proven analytical and strategic thinking capabilities.
- Computer proficiency with Microsoft Office Suite and other standard office equipment. 3+ years work experience with Raiser's Edge or equivalent CRM database.
- Strong organizational skills with the capacity to prioritize, meet deadlines, think and act proactively, and maintain progress on long-term objectives.
- Ability to handle multiple tasks successfully.
- Experience working with volunteers and donors.
- Ability to work autonomously or in a direct team effort.

Position Type and Expected Work Hours:

This is a full-time position. Occasional evening and weekend work may be required as job duties demand.

Work Environment:
- Exposed to moderate noise levels
- Business casual office environment
- Frequent interruptions, ability to multitask is key
- Regular and predictable attendance is required

Physical Demands:
- Ability to travel to other program sites or events as needed.
- While performing the duties of this job, the employee is regularly required to stand, walk, reach, climb, balance, stoop, kneel, talk and hear.
- Must be physically capable of carrying 20 lbs.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws.