



**CATHOLIC CHARITIES FEDERATION
JOB DESCRIPTION**

Job Title: Donor Engagement Manager
Agency: Catholic Charities – Saint Martha’s
Reports To: Vice President of Philanthropy
Approved:
Date: August 2, 2024

<u>Office Use Only:</u> Grade: _____ Job Code: _____ EEO Code: _____

MISSION STATEMENT

Bringing the healing, help, and hope of Jesus Christ to those in need across the St. Louis region. Saint Martha’s serves women and children impacted by domestic violence by providing shelter and resources.

POSITION SUMMARY

The Donor Engagement Manager is responsible for planning and managing all aspects of Saint Martha’s development, including, but not limited to, donor relations, annual campaigns, and major giving. With the support of the Vice President of Philanthropy, the Donor Engagement Manager will develop an annual philanthropy plan to identify goals and fundraising targets. The assignment of annual goals is based on six metrics, including meaningful contacts, qualifications, number of solicitations, dollars solicited, dollars raised, and gifts closed. Performance will be reviewed in monthly meetings with the Vice President of Philanthropy.

This position reports to the Vice President of Philanthropy, in Catholic Charities Central Office regarding their job requirements and objectives. In addition, the Donor Engagement Manager will attend strategic meetings for the ministry of Saint Martha’s and communicate with the Executive Director to understand the mission. The position is physically located at Saint Martha’s Drop-In Center in South County and will travel for local donor visits and to attend meetings with their supervisor at Catholic Charities Central Office.

DUTIES & RESPONSIBILITIES

- Manage all aspects of Saint Martha’s donor portfolio – from donor identification and relationship cultivation to soliciting requests and ongoing stewardship.
- Ensure donors receive donation acknowledgements and assist with tax credit applications, as necessary.
- Plan and execute annual campaigns and donor engagement events.
- Meet annual goals based on fundraising performance metrics.
- Maintain Saint Martha’s donation database and customer relationship management technology platform(s).
- Engage with and update Saint Martha’s Board of Directors on development targets at quarterly board meetings.

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- Connect donors and prospects with volunteer opportunities when available.
- Manage work schedule to ensure donor relationship management is priority. Flexible scheduling to focus on donor engagement and ministry objectives is required.
- Additional duties as required, including duties which may fall outside of direct role, but are required for a team member working in a small organization.

KNOWLEDGE & EXPERIENCE REQUIREMENTS

- Bachelor's Degree or equivalent experience.
- At least five years of experience in outside sales, prospect management, donor cultivation and solicitation.
- Successful experience building relationships via face-to-face interactions.
- Demonstrable experience of planning and executing fundraising campaigns.
- Basic understanding of planned giving and legacy gifts.
- The ability to write and speak effectively.
- Experience utilizing customer relationship management (CRM) platforms to input, track, and manage donor information and philanthropy process. Salesforce and Razor's Edge experience preferred.
- Experience working across teams and reporting lines.
- Drivers license, insurance and reliable transportation.

SKILLS & ATTITUDES REQUIRED FOR SUCCESS IN JOB

- Excellent interpersonal and written communication skills.
- The ability to build relationships with a wide range of people and the sensitivity and insight to interpret what donors wish to accomplish via a gift.
- Confidence and the desire to ask for financial support for the mission of Saint Martha's and Catholic Charities.
- Creativity, strong organization skills, prioritization, and strategic thinking.
- The ability to be a self-starter and a team player.
- Adaptability and willingness to accept change.
- A commitment to and passion for the mission of Saint Martha's as well as an understanding of the broader mission, vision, and values of the entire Catholic Charities of the Archdiocese of St. Louis.

Applicant's private and public positions and values must be in full and complete agreement with those of Catholic Charities and with the teachings of the Catholic Church.

RELATIONSHIPS REQUIREMENTS

Relationship development is central to this role. The Donor Engagement Manager must develop collaborative working relationships with colleagues at Saint Martha's and the Catholic Charities Central Office as well as genuine relationships with individual and corporate donors that result in financial support.

RESOURCES FOR WHICH ACCOUNTABLE

Must adhere to an annual budget and, in conjunction with the Vice President of Philanthropy and the Executive Director of Saint Martha's, is responsible for ensuring that financial processes and procedures are always followed.

I acknowledge that I have received a copy of the job description relating to my current position and I will familiarize myself with it and will adhere to the content as well as spirit of my assigned duties.

I also acknowledge and agree that the job description reflects my current job responsibilities.

Finally, I acknowledge that Catholic Charities have reserved the right to change, to withdraw, and to add to the job description as determined by my supervisor(s).

Signature of Employee Date

Printed Name of Employee Date

Accepted By, for the Organization Date