Footsteps
Donor Relations Manager
Job Description

Job Title: Donor Relations Manager
Reports to: Senior Director of Development
Position Type: Full Time, Non-Exempt

Organizational Overview:
Footsteps supports and affirms individuals and families who have left, or are contemplating leaving, insular ultra-Orthodox Jewish communities in their quest to lead self-determined lives. We provide crucial peer and professional resources and support as people embrace the challenge to redefine their identities and build new communities. Footsteps nurtures a network of individuals so that they not only survive in their new world, but thrive. Since Footsteps’ founding in 2003, the organization has served nearly 2,000 individuals, and in 2022, we expect our budget to reach over $4 million.

This past year and a half has been a pivotal time for Footsteps. While we were already seeing a steady amount of growth pre-COVID-19, the pandemic and economic downturn has forced us to develop creative strategies both in our programming and our fundraising to provide the highest quality care for our hard-hit and growing community. This is both an exciting and critical time to join the Footsteps team as we continue to build out our infrastructure to meet the expanding needs of this community.

Position Overview:
Footsteps seeks an articulate, highly organized, relationship-oriented professional to serve as the Donor Relations Manager. Reporting to the Senior Director of Development and working in close collaboration with the entire development team, the Donor Relations Manager will play an integral role in cultivating, soliciting, and stewarding Footsteps’ donors through stewardship and cultivation communications, special events and engagement activities, and direct solicitations.

The Donor Relations Manager will work with the Development team to develop and implement cultivation and engagement strategies that will foster donor pipeline growth, donor retention, and increased donor revenue. They will liaise with the CEO and Senior Director of Development to help manage high-level donors and will manage a portfolio of mid-level donors. This role will also project manage fundraising and cultivation events (both small and large-scale), annual appeals, and will be responsible for drafting meeting briefs, proposals, reports, gift acknowledgements, and other correspondences that support the major gift pipeline and moves management. Paramount to this position is the ability to work with a high degree of independence, enthusiasm, and self-motivation.

Responsibilities include:

Fundraising Management (50%):
- Serve as prospect manager for a portfolio of major and principal donors, including researching current and prospective donors, creating prospect lists around priorities, and developing strategies for engagement. Prepare briefings, talking points, and call reports for
Footsteps senior leadership

- Cultivate, solicit, and steward a portfolio of annual and mid-range donors with a goal of retaining current donors, converting event donors, and moving annual and mid-level donors to the next giving levels through deepened relationships
- In collaboration with the Development Operations Coordinator, manage all donor gift acknowledgments including a gift tracking report, personalized thank you letters from the CEO, and acknowledgement letter templates for key fundraising initiatives
- Working in collaboration with the Institutional Relations Manager and program staff, create compelling cases for support around Footsteps’ priorities. Draft proposals, impact reports, and other personalized correspondences for individuals and family foundations

**Special Events (40%)**:

- Assist in the production and management of cultivation, recognition, and fundraising events including large-scale events (ie: gala)
- Serve as co-lead on large-scale events and project manager on cultivation and stewardship events
- Prepare and mail personalized invitations, solicitation letters, and acknowledgment letters for high-level event donors
- In collaboration with Senior Director of Development and events team, help develop revenue goals, revenue structure, sponsorship packages, and all other fundraising elements of events
- Track registration, sponsorships, ticket and table sales, pledges, and all other revenue for large-scale fundraising events
- Collaborate with the communications team on public event invitations, content, and registration
- Assist with other logistical duties as assigned by supervisor

**Data Management (10%)**

- Ensure data from major donors and prospects is recorded and tracked in donor database
- Collaborate with Development Operations Coordinator on ongoing database improvement
- Assist with gift processing to fill gap with Development Operation Coordinator’s schedule
- Assist with informative database reports and recommendations in support of data-driven fundraising strategies

**Minimum Qualifications:**

- Commitment to and passion for Footsteps’ mission and Core Values
- Minimum of 5 years’ relevant work experience, with at least 2 years’ experience in individual giving
- High level of comfort working with at least one CRM/fundraising database software
- Outstanding written, verbal, and digital communication skills
- Superb interpersonal communication skills and demonstrated ability to build relationships with current and prospective donors and to work collaboratively with colleagues and partners
- High degree of initiative, organization, and follow-through
- Flexible work style, with the ability to work under tight deadlines and shifting priorities
- Responsible self-starter and able to work independently
- A commitment to documentation and institutional knowledge
- Proficient in Microsoft Office, including Word, Excel, and PowerPoint
Preferred Qualifications:

- Track record of working on large-scale fundraising events
- Experience using Salesforce and Asana
- Ability to express Footsteps’ mission and goals with clarity, passion, and persuasion
- Good understanding of philanthropy in the human rights and social justice sectors
- Curiosity in all aspects of your work
- Comfort with technology (Zoom, e-blasts, Gmail merges, digital invitations, etc.)

Location: Remote until September 13, 2021, followed by hybrid work (two days per week in Footsteps’ downtown Manhattan office & three days remote)

Start Date: September 2021

Salary: $60,000-$70,000

How to Apply: Please send your resume and cover letter to opportunities@footstepsorg.org and indicate your name and “Donor Relations Manager” in the subject line. We will be reviewing applications on a rolling basis, so we encourage you to apply soon.

Team + Benefits:

You will be joining an amazing team of passionate, mission-driven colleagues. We offer a competitive benefits package that includes: flexible work schedule; 12 paid holidays and 20 days of paid time off in first year; four weeks of paid parental leave in first year; health, dental, and vision insurance; 3% match for IRA retirement plan; flexible spending accounts for health care and transit; and professional development stipend.

In recent years Footsteps has further deepened its commitment to Diversity, Equity, and Inclusion. We understand that each individual brings a unique and important perspective to the work. This is often complex and allows us to grow as an institution and as people.