Donor Relationships Manager

Job Title: Donor Relationships Manager

Salary Range: $70,000 - $80,000

Reports to: Director of Development & Communications

Job Status: Full Time (40 hours/week)

Deadline to Apply: January 13, 2023

About Generation Hope:

Generation Hope is a nonprofit organization with a mission to ensure all student parents have the opportunities to succeed and experience economic mobility by engaging education and policy partners to drive systemic change and providing direct support to teen parents in college as well as their children through holistic, two-generation programming. To date, we have provided more than $1 million in tuition assistance, supported 275 teen parents in college, celebrated more than 100 degrees earned through our program, and built relationships with 20+ two and four-year institutions around the DC Metro region as well as other institutions across the country. For more information, please visit www.generationhope.org.

We are one of the “best non-profits in the region.” Here’s why:

By joining our team, you will be working for an organization named "one of the best nonprofits in the Washington, DC region" by the Catalogue for Philanthropy. Not only do we live out and operationalize our values, but we have also done the work to create a culture that truly supports every member of our staff. The best part of our organization is the people, from the families we serve to the team we have deliberately cultivated. We strive for excellence while understanding the most valuable asset that we have is our people. We celebrate diversity in all of its forms, including thought, professional and lived experiences, race, gender - even taste in music. If this sounds like a mission and work environment you would like to contribute to and grow with, please consider joining our team.

Job Description:

The Donor Relationships Manager will be responsible for cultivating, asking, and stewarding existing donors and building relationships with prospective donors as a member of Generation Hope’s growing Development & Communications team. While the Donor Relationships Manager will play a role in the
success of all of Generation Hope’s fundraising efforts, this person will focus primarily on individual
donor relationships. They will play a vital role in ensuring that individual donors at every level feel
welcomed, informed, and engaged with Generation Hope, remain in consistent contact with the
organization’s work, and receive appropriate appreciation for their support. In addition to executing
specific projects and ongoing tasks, the Donor Relationships Manager will be encouraged to identify new
strategies for donor relationship building, including opportunities to introduce Generation Hope’s work
to new audiences and growing their giving over time.

Responsibilities:

● Work towards a collective major donor goal of $1.1M in FY23
● Developing a robust portfolio of donors capable of contributing $5K+ annually
  ○ In collaboration with the Director of Development & Communications, implement
    Generation Hope’s new major donor program, Circle of Hope by:
    ■ Strategizing and supporting “moves management” process and systems to
      ensure that donors receive timely and personalized correspondence from
      Generation Hope
    ■ Regularly conducting individual donor prospect research and make
      recommendations to Director of Development & Communications regarding
      prospect engagement
    ■ Supporting Circle of Hope in-person and virtual engagement opportunities
● Develop and maintain a strong pipeline of donor prospects by strategizing and crafting
  correspondence to welcome and acknowledge donors at different stages of the prospect pipeline
  and developing outreach calendars to acknowledge segments of donors (i.e. first-time donors,
  recurring donors, etc.)
● Ensure donors are being thanked in a timely and consistent manner by overseeing the weekly
  thank you letter process, and preparing personalized thank-you’s where appropriate (both emails
  and handwritten cards) for the Director of Development & Communications, COO, and CEO
● Ensure that data in Generation Hope’s CRM is accurate and used strategically for donor
  management by reviewing weekly gift report for accuracy and updates, identifying opportunities
  to personalize outreach to donors, and identifying opportunities to enhance the use of our CRM
  to improve donor correspondence, tracking, and engagement
● Create calendar of annual digital, mail, and in-person appeals, ensuring individual donor budget
  goals are met each year
● Enhance and expand the monthly giving program by providing more cohesive and personalized
  stewardship opportunities for monthly donors
● Identify new opportunities to increase the number of individual donors who are unlocking
  corporate matches

Required Qualifications and skills:

● Personal qualities of integrity, credibility, and a commitment to Generation Hope’s mission and
  the ability to get others excited about it
● Bachelor’s degree or equivalent combination of education and experience
● 3+ years of fundraising experience and a proven track record of closing gifts of $5,000+
● Outstanding written and verbal communication skills; you are articulate and persuasive
● Well-honed relationship-building skills and the ability to connect with all types of people
● Drive and sophistication; you are excited by the opportunity to help shape the future of the
department and the organization as a whole
● A team-oriented mentality, enthusiastic work ethic, and openness to continually improve
● Highly developed interpersonal skills
● Systems thinker - excited to think about how we can streamline and improve fundraising processes and systems
● Can “zoom out” - ability to see the big picture, make connections, and spot trends
● Tactful - Ability to express opinions confidently and with respect for others, and ability to exercise discretion with personal or sensitive information
● Personal and professional commitment to understanding and dismantling systemic and institutional racism

Highly preferred:
● Experience with databases/CRMs

**CANDIDATES MUST RESIDE IN WASHINGTON, D.C., VIRGINIA, OR MARYLAND BEFORE THE EMPLOYMENT START DATE.**

Generation Hope has a hybrid remote and in-office work model.

Generation Hope provides full benefits, including 403(b), health, dental, and paid time off. More information on benefits can be found at generationhope.org/careers. As a safeguard to the health of our employees, participants, and community, all new hires must be fully vaccinated against COVID-19 by the employment start date. Our full vaccination policy is available here.

To apply, please complete the online application. If this link does not work, you can access the application at this URL: https://Generation_Hope.formstack.com/forms/apply_now. No calls, please.

*Generation Hope is an equal opportunity employer. Generation Hope will not discriminate on any basis prohibited by law, including marital status, personal appearance, sexual orientation, gender identity or expression, family responsibility, matriculation, political affiliation, race, color, religion, sex (including pregnancy, childbirth, related medical conditions, breastfeeding, or reproductive health decisions), age, national origin, genetic information, veteran status, and disability.*