



## Minneapolis Jewish Federation Mission

*We build community, care for the welfare of Jews everywhere and maximize participation in Jewish life*

## Position Identification

**Title:** Director of Donor Relations / Donor Relations Officer

**Reports to:** Chief Development Officer

**Status:** FT, Exempt

**Salary:** \$58,000-\$72,500

## Purpose

The Director of Donor Relations works closely with the CDO to support positive donor relations by fielding questions, addressing concerns, and actively listening to our donors. Extra attention is given to ensure enhanced customer service to our Major Donors and building our donor pipeline through meaningful engagement touchpoints. Donor recognition is a key component of donor relations and this position is responsible for maintaining all donor stewardship and recognition programs. This position is also responsible for creating and updating Donor Profiles and assisting with Prospect Management assignment, including identifying new prospective (and increased) donors, and assisting the CDO with pipeline reporting and moves management.

The Director of Donor Relations will also raise funds for the Jewish Community by developing relationships with donors at the leadership giving level of \$1000-\$9,999 annually. This is to help create a sustainable pipeline of future support and connection with the Federation--thereby ensuring the strength and growth of the Jewish community in Minneapolis. This work includes--securing gifts from individual donors, identifying and qualifying prospective donors, cultivating and stewarding current donors, connecting donors' philanthropic goals with Federation programs and community partners, as well as engaging volunteer leaders and campaign workers.

**Short Term:** For the next 18 months, this position will be the lead project manager for the Jewish Community's Kadima: Building Our Future COVID-19 recovery campaign (Kadima), coordinating all aspects of the Kadima campaign under the direction of the CDO. This work includes staffing the Principal Working Group, taking meeting minutes, updating donor and prospect pipelines with notes and solicitation stages, maintaining and serving as lead administrative contact for the agencies participating in the Kadima campaign, event attendance, and other general duties as they arise.

## Position Requirements

**EDUCATION:** Bachelor's Degree; or a combination of education and experience in a field closely related to Development, Graduate Degree preferred.

**REQUIRED EXPERIENCE:** 5-10 years of experience in customer/donor relations, and 3-5 years of experience in fundraising and volunteer management and/or related professional experience. Experienced with Customer Relationship Management (CRM) software, preferably Salesforce. Strong research and reporting skills, excellent project management skills, attention to detail and a self-starter with experience bringing projects from requirements to fruition.

**PREFERRED EXPERIENCE:** Direct experience and expertise in Salesforce CRM and Donor Search wealth engine, experience managing teams or with direct reports, knowledge of the Jewish community.

**SCHEDULE FLEXIBILITY:** Able to work early mornings, evenings and weekends as required

**PHYSICAL REQUIREMENTS:** Equal Opportunity Employer



## Key Areas of Responsibility

### **Provide excellent customer service for all Minneapolis Jewish Federation Donors**

- Manage donor account issues
- Follow up with donors that require assistance and/or problem resolution
- Provide donor recaps and account analysis
- Manage write-offs, deletions, adjustments to pledges, and past due pledge process
- Review all donor pledge statements, and provide special handling where required
- Manage process regarding unapplied payments

### **Manage and Implement Donor Recognition Processes**

- Assist in compilation and management of Donor Recognition Processes
- Develop Donor Recognition strategies and coordinate with the CDO the sending of any acknowledgements, gifts and/or tributes to major donors/volunteers/key lay leaders (i.e in sympathy or congratulations)
- Oversee and document Community and Specialty Campaign acknowledgment processes
- Oversee process for pledge/gift entry and recognition for the Community Campaign, Directed/Restricted Campaign(s), Specialty Campaign(s), and Tribute gifts,
- Ensure proper entries of donor information into CRM (i.e. Roll of Honor, Recognition Levels, Giving Society, and Life Cycle events)
- Create and maintain donor and prospect profiles for the Development Team.
- Assist with developing Donor and Corporate Cultivation Engagement Plans
- Manage and continue to develop automated stewardship practice for MJF and the Jewish Community Foundation

### **Identifying, qualifying and building philanthropic relationships with donors capable of making leadership annual gifts of \$1,000 - \$9,999**

- Partner with the Development Officers and the Prospect Development team to identify, contact, and qualify individuals with the capacity to make gifts at the leadership annual giving level.
- Conduct calls to qualify and assess new and lapsed donors with the financial capacity to make leadership annual gifts, and to secure personal visits and substantive contacts with these donors.
- Develop and cultivate approximately up to 50 actively managed donors at the leadership annual giving level.
- Develop and implement strategies for each prospect, including ways to increase involvement of donors and prospects in the activities of the Federation and the Jewish Community.
- Create and implement cultivation structures to develop a mutually beneficial philanthropic relationship with donors.
- Meet defined visit and solicitation goals.
- Work closely with lay leaders, volunteers and other stakeholders to achieve the overall Federation development goal.
- Complete and file timely contact reports. Maintain accurate and relevant records within the Federation donor management system.
- Attend Minneapolis Jewish Federation events and missions to create, cultivate, and maintain relationships with donors, and assist with event planning and execution when appropriate.



**Solicit Gifts**

- Execute moves/actions steps in collaboration with the development team.
- Solicit leadership annual gifts, including multi-year pledges.

**Training and Development Team Assistance**

- Participate in professional development and fundraising training programs.
- Assist Development Officers and Chief Development Officer
- Assume other responsibilities on the Development team as needed

**Organizational Responsibilities**

Uphold and exemplify the Minneapolis Jewish Federation’s mission/vision  
Uphold and exemplify the leadership and or behavioral competencies of the organization (see attached)  
Exemplify customer service both internally and externally  
Attend Federation events as position requires  
Attend regularly scheduled staff meetings  
Other duties as deemed necessary to achieve organization/team goals

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**Employee**

**Date**

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**Minneapolis Jewish Federation Representative**

**Date**

