Assistant Director of Stewardship & Giving

Scope & Purpose

The Assistant Director of Stewardship & Giving (ADSG) is an integral part of the Relationships & Giving (R&G) department, providing strategic and operational fundraising leadership for Mobile Loaves & Fishes (MLF). This role is integral in supporting a culture of relationship-based fundraising and increasing MLF's pipeline for donors and engagement.

The ADSG oversees R&G operations and a comprehensive annual giving program to include data-informed fundraising strategies. This role leads a dynamic team responsible for executing a robust annual giving program, donation processing and stewardship efforts. Primary responsibilities include oversight of internal systems, cross-department alignment and strategy and support for annual giving program.

This is a full-time, exempt position reporting to the Senior Director of Relationships & Giving (SDRG). Due to the nature and requirements of the position, hours can be flexible to fit need, but typically include Monday through Friday. Frequent weekend and evenings will be required. The ADSG will office at Community First! Village located at 9116 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

Leadership and Management

- Serve as a senior leader in the R&G department, partnering with the SDRG, Assistant Director of Relationships and the Director of Communications on fundraising campaigns, strategic marketing and external communications.
- Directly supervise the stewardship, operations, and annual giving teams, supporting their growth and helping shape hiring, onboarding and team culture.
- Manage department operations, including KPI and metrics reporting and lead strategy and execution for the Friends of the Village giving groups.
- Oversee donor cultivation, stewardship and engagement strategies that build long-term relationships and retention, while modeling MLF's relational culture across the organization.

Financial Stewardship

- Create and oversee the department budget, ensuring the team operates within it and follows stewardship best practices.
- Analyze and synthesize fundraising data to inform strategic planning, forecasting and budgeting.
- Translate high-level organizational goals into revenue targets, pipelines and action plans in collaboration with SDRG and the ADR
- Partner with the Finance team to align revenue tracking, budgeting, reporting and forecasting, and help develop procedures that reflect ethical nonprofit finance and fundraising best practices.

Systems & Process Oversight

- Provide strategic leadership on R&G platforms (Salesforce, Salesforce Marketing Cloud GoFundMe Pro, Asana, Donor Search and M365 Suite) and the standard operating procedures that support them, assessing and implementing new tools as needed.
- Strengthen internal processes for consistency and sustainability, including cross-department alignment and procedures that reflect ethical fundraising best practices.
- Oversee donation operations and gift administration, and manage Salesforce data integrity, working with the Innovation department and Salesforce team to build dashboards and reports that support decision-making.

Annual Giving, Events & Cultivation

- Lead the planning, execution, and evaluation of the annual fund to grow participation, retention, and revenue, using data-informed strategies and monitoring campaign revenue and expenses against budget.
- Develop strategies to build a continuous pipeline of potential supporters and advocates.
- Work with the Annual Giving Specialist and Communications team to execute annual giving campaigns, including direct mail, third-party events and giving appeals compelling messaging.
- Partner with the Annual Giving Specialist, Corporate Relations Officer and others to create and implement sponsorship strategies and monitor in-kind giving and data accuracy in Salesforce and accounting systems.
- Develop an event strategy with R&G leadership and Community Empowerment (CE) stakeholders that aligns with donor stewardship, brand identity and pipeline expansion, creating new entry points for supporters across organizational activities.
- Cultivate and steward a portfolio of 20-30 donors and represent MLF at local events and speaking engagements as needed.
- Other duties & responsibilities as needed

Knowledge, Skills, Abilities & Principles

- MLF is a faith-based organization whose ideals and philosophy come directly from the Gospel of Jesus Christ. As an organization, we strive to reflect this precept in our communications, both internally and externally.
- Commitment to serving those who have experienced homelessness and personal alignment with MLF's vision, mission, core values and goals.
- 7+ years successful nonprofit fundraising, events and marketing or related field.
- Demonstrated success in fundraising leadership including development operations, annual giving, donor cultivation and stewardship
- People management experience, including coaching and development, required. Experience managing a layered team preferred.
- Dedication to promoting MLF fundraising priorities through developing excellent relationships internally and externally
- Understanding of data management best practices in fundraising and development
- Ability to maintain confidentiality of all internal donor and client information
- Comfortable with dynamic environment, change and rapidly growing organization
- Superior communication skills, written and verbal and outstanding customer service
- Strong organizational and time management skills with exceptional attention to detail
- Ability to creatively problem solve and strategically prioritize projects and responsibilities
- Experience creating and managing complex budgets
- Data analysis and data storytelling experience preferred.

- Project management experience required. Use of Asana a plus.
- Proficiency with technology, including Microsoft Office, Google Suite and Dropbox
- CRM experience required, Salesforce preferred
- Must have a valid driver's license and clean driving record

Work Environment & Physical Demands

- Must enjoy a highly relational & collaborative office environment
- Prolonged periods of sitting at a desk and working on a computer.
- Ability to fully participate in event execution.
- Ability to move across all phases of Community First! Village.
- Ability to lift up to 30 lbs.
- Reliable transportation and clean driving record.
- Ability to travel to the local Austin region.

Benefits

- Day one 100% Employer paid, Health, Dental, Vision, Life, STD & LTD Insurance
- Generous Paid Time Off & Holiday Pay
- Matching 401(k) Retirement Plan
- Corporate Discount Program
- Professional Development Opportunities
- Employee Assistance Program
- Paid Parental Leave
- Wellness Partnership Benefits
- Annual salary: $95,000+ annual salary depending on qualifications and experience
- Point of contact: Emmy Varner, hr@mlf.org
- Apply today! Link: https://mlf.org/assistant-director-of-stewardship-and-giving/

MLF PURPOSE & VISION

We empower communities into a lifestyle of service with the homeless.

MLF MISSION

We provide food and clothing, cultivate community, and promote dignity to our homeless brothers and sisters in need.

GOALS

- Transform the way people view the stereotype of those who find themselves homeless
- Reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- Connect human to human, heart to heart through the fellowship of food and hospitality
- Inspire people into a lifestyle of abundance by giving their best first

BELIEF STATEMENTS

The vision is supported by belief statements centered on our belief that homelessness is the result of a profound, catastrophic loss of family:

- God, infinitely perfect and blessed in himself, in a plan of sheer goodness freely created man to make him share in his own blessed life
- By virtue of being created by God in His image, we are all called to live in community and relationship with Him through each other
- The family is the original cell of social life
- You shall love your neighbor as yourself
- All members of the human family are equal in dignity
- The Lord God took the man and settled him in the Garden of Eden to cultivate and care for it. Gen 2:15

CORE VALUES

MLF is committed to fostering a culture that prioritizes relational connection. We believe there is opportunity in every aspect of our work to be relational in a highly transactional world. In this culture, transactions are means to relational ends, not the other way around.

This begins with the countercultural love poured out by Jesus Christ and grows as imperfect individuals strive to show this love to each other human-to-human, heart-to-heart.

Each individual's openness to the journey of their own personal growth is essential in building our relational culture, and we believe this culture flourishes as we each continuously strive to more fully embody these four core values:

- **Faith:** We define Faith as the foundational belief that our world and all our work belong to God. This allows us to engage our work with joy and lightheartedness, knowing that we are not ultimately in control.
- **Humility:** We define Humility as rightly viewing oneself as a single piece of a grander story. This humility leads to a view of oneself that is neither too high nor too low.
- **Generous Spirit:** We define a Generous Spirit as a readiness to give more grace, mercy, and hospitality than is necessary or expected. This posture allows us to see others for who they are, not what they do.
- **Integrity:** We define Integrity as a wholehearted commitment to doing right by God, ourselves, and others. This wholeheartedness shows itself in consistently choosing honesty, responsibility and ownership in all actions and decisions.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

MLF is committed to creating a diverse environment and is proud to be an equal opportunity employer. Personnel are chosen based on ability without regard to race, color, sex, national origin, genetics, disability, marital status, or sexual orientation in accordance with federal and state law.