



Relationship Steward

Scope & Purpose

Mobile Loaves & Fishes (MLF) empowers communities into a lifestyle of service with the homeless. MLF is currently seeking a professional leader for the role of Relationship Steward (RS), responsible for the cultivation and stewardship of donors. Reporting to the Director of Relationships & Giving, the RS serves as an active participant in the fund development operations for MLF.

The successful candidate will help deepen existing relationships and forge new relationships to build MLF's visibility, impact, and financial resources. The RS will steward donors who are committed to the ongoing support of MLF and cultivate new donors. MLF invites our donors into a deep and meaningful long-term relationship with MLF and the neighbors who call Community First! Village home.

This is a full-time exempt position reporting to the Director of relationships and giving. Due to the nature and requirements of the position, hours are flexible to fit need, but typically include 8am-5pm Monday-Friday. Frequent nights and weekends will be required. The Relationship Steward will office at Community First! Village located at 9301 Hog Eye Road, Austin, TX 78724.

Duties & Responsibilities

- Grow operational funding for MLF through individual donations.
- Create and maintain a mid-level donor program and steward a portfolio of donors and prospective donors.
- Responsible for the cultivation and stewardship of a portfolio of 300-500 donors making gifts between \$1,500 and \$5,000.
 - Develop and execute planned and measurable actions designed to acknowledge the donors' generosity.
 - Keep donors aware of the mission, accomplishments, and greatest needs of MLF.
 - Deepen relationships with donors through strategic activities.
- Communicate with donors and prospective donors regularly through email and phone calls.
- Host tours and other cultivation/stewardship activities including breakfasts, lunches, and dinners.
- Participate in public speaking opportunities and other relationship building opportunities.
- Maintain up to date records of engagement activities, strategies, and proactive steps in Salesforce.
- Adhere to the highest ethical standards and assure high level of accuracy when providing information about MLF.
- Meet and exceed performance objectives and goals as determined in annual goal setting and evaluation.
- Other Duties & Responsibilities as needed

Knowledge Skills & Abilities

- Commitment to serving those who have experienced homelessness and personal alignment with MLF's vision, mission, core values, and goals
- The successful candidate will be passionate and knowledgeable about the nonprofit/social sector and MLF's vision, mission, core values and goals
- Relationship building with strong interpersonal and communications skills
- Self-started with the ability to multi-task and detail-oriented
- Knowledge of customer service practices and fundraising operations preferred.
- 2-4 years' experience in fundraising, donor relations or customer service preferred.
- Proficient in Microsoft office and google suite.
- Salesforce or CRM database experience is a plus.
- Proficiency in telecommunication such as email and phone calls is needed.
- Must have a valid driver's license

Benefits

- Day one 100% Employer paid, Health, Dental, Vision, Life, & 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: \$46,000+ depending on qualifications and experience

Work Environment & Physical Demands

- Ability to work nights and weekends as needed
- Ability to occasionally work in outdoor weather conditions
- Ability to move about Community First! Villages phases

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.

CORE VALUES

The vision is supported by core values 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

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

GUIDING PRINCIPLES

These Guiding Principles are the basis upon which MLF team members make decisions, plan strategies, and interact with each other and our community. The principles define the kind of leaders we are striving to be.

Yes, and...Positive Attitude	<ul style="list-style-type: none"> ● Looks for the positive in any situation ● Begins with yes, and looks for positive possibilities from a proposed idea ● Has a generally positive attitude
Semper Gumby (flexible/adaptable)	<ul style="list-style-type: none"> ● Adapts to big & small change well ● Can formulate alternative plans when things change ● Is teachable (learns from others) and willing to change
Relational	<ul style="list-style-type: none"> ● Develops numerous strong relationships with staff, neighbors & volunteers ● Shows humility in his/her servant leadership ● Looks for the good in others. Assumes the best in other’s intentions ● Treats others with love & respect, including when talking about them to others ● Works to proactively resolve conflict with others, goes directly to the person
Team Player	<ul style="list-style-type: none"> ● Puts MLF above himself/herself and his or her program ● Depends on others to help with solutions ● Brings strengths of the team together
Communicator	<ul style="list-style-type: none"> ● Keeps others informed of things going on in their program ● Communicates effectively to staff, neighbors & volunteers ● Resolves conflict well & in a timely manner
Multiplier	<ul style="list-style-type: none"> ● Delegates effectively to staff, contractors & volunteers ● Invests in developing staff, contractors & volunteers

	<ul style="list-style-type: none"> ● Empowers staff, contractors & volunteers so that their talents & ideas are unleashed
Good Steward	<ul style="list-style-type: none"> ● Stewards' MLF physical resources (money, land, equipment, etc.) well ● Stewards' MLF human resources well (staff, volunteers, donors, neighbors, & board) ● Takes care of oneself physically, mentally, emotionally & spiritually
Dependable/Accountable	<ul style="list-style-type: none"> ● Sets reasonable deadlines & meets them consistently ● Keeps others informed if they will not meet a deadline ● Comes on time & prepared for meetings

MLF is a faith-based organization with its ideals and philosophy coming directly from the Gospel of Jesus Christ.

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, religion, sex, national origin, genetics, disability, marital status, or sexual orientation in accordance with federal and state law.

Mobile Loaves & Fishes is an essential business that provides food, shelter, and other necessities of life for our neighbors who have experienced homelessness. We strive to joyfully maintain these essential services to those that are most in need in our community. All employees of Mobile Loaves & Fishes are expected to work onsite to maintain the essential functions of the organization. All applicants should be aware of our essential business classification before applying for open positions.

Apply Here: <https://mlf.org/relationship-steward/>