

Job Description



Job Title:	Major Gifts Officer
Department:	Development
Program:	Development
Reports To:	Chief Development Officer
FLSA Status:	Exempt
Salary Range:	\$80,000 - \$90,000
Apply Here:	https://caritasofaustin.org/who-we-are/careers/

Caritas of Austin Values

Respect: We believe in the inherent dignity of all people, and we celebrate every person's uniqueness and contributions to our work.

Integrity: We are committed to fairness and impartiality in the way we provide services and opportunities for service.

Commitment: We are resolute in our mission to build well-being and end homelessness for the people we serve.

Excellence: We have high standards for every aspect of our work, continuously raising the bar to provide the best experience and outcomes for everyone we serve.

Innovation: We are leaders in meeting the most pressing needs of the Austin community, continually learning and improving to affect positive change.

Position Summary

The Major Gifts Officer is responsible for raising \$1.5M+ in annual revenue and supervising Community Partner Coordinator, and up to two other fundraising staff. Reporting to the Chief Development Officer, the Major Gifts Officer oversees all major gifts, major gift strategy, Community Advisory Board activations and a top-tier portfolio of donors. In conjunction with the CDO, The MGO plots out the major donor revenue and expense strategy for the upcoming year. Areas of responsibility and oversight include: strategic planning, overseeing Community Partners, matching for specific fundraising campaigns, development and implementation of the Community Advisory Board. This position serves on the Caritas Leadership Team, Development Manager Team and attends the monthly Development Manager Team meeting, Leadership Team meetings and occasionally Board meetings where appropriate.

The Major Gifts Officer Manager must be a highly energetic professional with a track record of building donor relationships and closing gifts. In addition to maintaining and driving the current Major Donor portfolio, the MGO will also be responsible for identifying, qualifying, cultivating, soliciting and stewarding new major donors (\$10,000+) in support of the overall organization's growth.

Essential Duties & Responsibilities

Fundraising Goals

- In conjunction with CDO and Development Management, Create a comprehensive year-round development solicitation and stewardship plan that aligns with Caritas of Austin's organizational goals, Keys To Well-Being Expansion Campaign fundraising goals and annual fundraising goals.
- Use industry standards, develop an annual strategy for current and prospective Major Donors (\$10,000+)
- Participate in fundraising for Caritas of Austin's \$12.5M Keys To Well-Being Campaign.
- Develop an annual fundraising strategy, cultivation plan and implementation and activations for the Community Advisory Board.

Responsibilities include but are not limited to:

- Growing operational funding for the organization through charitable donations.
- Keeping donors aware of the mission, accomplishments and needs of the organization.
- Developing and executing planned and measurable actions, steps and contacts designed to acknowledge the donors' generosity, gather additional insight into their motivations to give, their resource capacity, deepen the relationships through strategic meetings and event involvement in order to renew and grow giving.
- Meeting and exceeding performance objectives and goals as determined and outlined in the annual goal setting and evaluation.
- Assuring high level of accuracy when providing information about the organization.
- Performing maintenance on assigned donor database records for both financial and non-financial updates in donor software.
- Focusing on securing support for varied teams, events and projects, program expansion, awareness and promotions activities and other initiatives as defined.
- Working collaboratively with development, executive staff and volunteer leadership in identifying, cultivating and stewarding existing and prospective relationships.

Participate in all aspects of the gift cycle:

- Identify and qualify contacts with potential for a major gift donation.
- Set strategic financial and cultivation goals for each Top-tier Donor along with milestone dates.
- Move potential donors in an appropriate and timely fashion toward solicitation and closure.
- Make solicitations.
- Track and document the plans and progress for all donors in your portfolio.
- Maintain stewardship contacts with donors; adhere to the highest ethical standards; demonstrate empathetic disposition, and perseverance; reflect optimistic and positive attitude and convey sensitivity to needs of the donors.

Administrative

- In conjunction with the Development Data Analyst, oversee all major donor invoicing/collections.
- Annual Fundraising Goal Setting with each direct report under their management.
- Track actual year to date, quarterly and monthly fundraising for you and your direct reports.
- Support the Community Partner Coordinator with overall identification and cultivation of business and community partners.
- Oversee development reports as needed/requested, including Board Development reports.
- Participate in development budget & revenue meetings.
- Consistently research best practices that could improve donor retention and new donor acquisition.

Leadership

- Serve on the Caritas Leadership Team.
- Participate in the monthly Development Orientation.
- Participate in annual Development Team training with input from CDO and Development Managers.
- Is able to quickly assess crises and immediately and effectively resolve the issues.
- Assist cooperatively in agency planning, communication, problem-solving, and program enhancement.
- Is an active participant in ensuring that Caritas meets its strategic goals and is responsive to changing community needs.
- Communicate proactively with other departments to ensure Caritas teams are working in tandem with development, thereby assuring quality and communication of needs.
- As directed by CDO, represent Caritas through public speaking events and on various task forces or committees.

Supervision

- Hire, train, supervise, develop and evaluate direct reports on a regular basis, providing timely feedback and priorities.
- Identify professional development needs of supervisees on an annual basis.
- Understand and adhere to hiring policies and procedures.
- Lead your team in developing their skills, a positive morale, and positive working relationships reflective of agency values and philosophy.
- In concert with the Chief Development Officer and the HR Manager problem solve HR issues
- Maintain effective, timely and appropriate communication with all supervisees.
- Has a good working knowledge of HR policies in the Employee Handbook and is able to guide staff in procedurally applying those policies.
- Monitor direct reports revenue generating meetings weekly.
- Design an approved plan for professional development as a director and leader.

Organization Support Functions

- Participate in agency-wide planning and training functions.
- Comply with administrative procedures, reporting, and record keeping policies.
- Perform other duties as assigned by Chief Development Officer.

Qualifications

Education

- Bachelor's degree required, preferably in Business, Non-profit Management, Sociology, Social Work, or related field.
- Certified Fundraising Executive Certification (complete 1 year from hire date).

Experience

- Minimum three – five years' experience in non-profit sector required.
- Experience in large scale gift solicitation required.
- Knowledge of fundraising principles and strategies required.
- MUST have a minimum of two (2) years of leadership and/ or management experience.
- Must have excellent interpersonal skills and a demonstrated record of completing assignments.

Computer Skills

- Must be computer literate.

Competencies

- Excellent verbal and written communication skills with strong attention to detail.
- Strength in hiring, managing, developing, coaching, and retaining staff, empowering them to elevate their levels of responsibility and performance.
- Team player with a flexible and creative approach.
- Conflict management skills.
- Critical thinking and problem solving.
- **Job Knowledge/Technical Knowledge:** Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization;
- **Communication:** The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others;
- **Organization:** Uses time efficiently by prioritizing and planning work activities;
- **Integrity and Respect:** Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles;
- **Judgment:** Demonstrates ability to make independent and sound decisions in all situations;
- **Teamwork:** Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions;
- **Quality:** Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed;
- **Accountability:** Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations;
- **Customer Service:** The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction;
- **Interpersonal Communication:** Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation;
- **Manages Change:** Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people.
- **Attention to Detail:** Follows detailed procedures to ensure accuracy;
- **Problem Solving:** Identifies and resolves issues timely by gathering and analyzing information skillfully.

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner.
- Uses company computer approximately 5-7 hours per day.
- Uses telephone and email to communicate with donors and other professionals, approximately 2-4 hours per day.
- Sits approximately 5-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects.
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from donor locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers.

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.
- Opportunity to work from home 1 to 2 days a week (with prior approval from direct supervisor and after 6-month orientation period).
- Moderate noise (examples: business office with computers and printers).

Work Hours/Schedule

- Regular – Normal work hours; days (may include weekends) and nights assigned based on a work week of 40 hours.
- Attends and works the annual ThunderCloud Subs Turkey Trot on Thanksgiving Day.

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We Proudly Offer:

- Competitive salaries
- Generous healthcare benefits (100% employer paid premium for Employee coverage for medical, dental, vision)
- Life, short, and long-term disability insurance
- Paid vacation (20 days accrued in year one, 25 days at third anniversary)
- 13 paid holidays
- Retirement plan with employer match: 50 cents per dollar up to 3%
- Employee Assistance Program
- A commitment to professional development
- Quarterly staff lunches and celebrations provided by agency