



Position Name: Community Engagement Manager

Base Pay: \$54400.00 - \$83375.00 / Year

To Apply: Please submit a resume and cover letter via
<https://www.centraltexasfoodbank.org/about-us/careers>

About Central Texas Food Bank

Central Texas Food Bank (CTFB) is a member of the Feeding America network and the leading domestic hunger relief organization serving 21 Counties throughout Central Texas with a facility based in Austin. With a focus on strengthening the food system and addressing the root causes of hunger and poverty, the CTFB is launching an industry-leading strategy. The Food Bank is therefore poised for innovative and thoughtful growth, which means we're looking for talented and dedicated team members to help execute our refreshed vision for Central Texas – the food bank is looking for you! We offer a diverse and inclusive workplace, professional development opportunities, and a culture of service. Join us as we chart our course with our core values, Compassion, Honesty, Accountability, Respect and Teamwork.

Position Overview

Reporting to the Director of Community Engagement and supervising two Community Engagement Coordinators, the Community Engagement Manager position oversees a high volume of fundraising events (both in-house and third party events), peer-to-peer campaigns, cause-marketing campaigns and food drives. This position is responsible for achieving an annual revenue target and requires strong people management, project management, fundraising and relationship management skills.

Relationships

The Community Engagement Manager directly supervises Community Engagement Coordinators. Internally, the position interacts frequently with other members of the Resource Development and Communications teams and maintains strong working relationships with Logistics, Finance, and the CEO Team. Externally, the position cultivates and stewards relationships with a large number of event partners, peer-to-peer fundraisers, cause marketing partners, corporate donors and volunteers.

The Food Bank's Community Engagement team is committed to providing an inclusive and welcoming experience for all community members who want to be involved with our hunger-fighting mission. Your background and life experience are affirmed as assets and are never viewed or framed as taking anything away from anyone else.

Responsibilities

- Operate as the project manager for a high volume of annual fundraising events and partnerships, both inbound and renewing – responsible for planning, communicating, and ensuring completion of timelines and deliverables from start to finish. Examples of current annual events and partnerships include the food bank’s “un-gala” dinner, Amplify Austin, Austin Restaurant Weeks, workplace fundraising drives, and local retail donation campaigns.
- Use the donor cycle model to strategically engage donors and event partners, drive fundraising efforts, foster growth, maintain relationships, mitigate attrition, and continuously improve outcomes through a focus on ROI, prioritization, and comprehensive execution. Meet budgeted revenue targets and use data and reporting to identify and explain revenue trends.
- Foster collaboration and teamwork within the Resource Development team and across CTFB departments. Delegate effectively to share the workload and support the skill development of team members. Maintain clear documentation to support long-term team strategy and sustainability.
- Develop a high-performance team culture focused on leadership and accountability at all levels, continuous learning, collaboration, measurement, and goal achievement by modeling the way and enabling others to act. Set performance goals for team members that align to CTFB’s strategy and evaluate performance against goals on a regular basis. Effectively coach team members and provide supportive and developmental feedback to enhance performance. Ensure that team members develop the technical, leadership and professional skills necessary for success.
- Actively support organization’s values, goals and objectives by leading by example. Demonstrate support of organizational message without blaming other departments or leaders or providing personal opinions.
- Represent the Food Bank to the public, including tours, presentations and media interviews as needed.

Qualifications

- Bachelor’s degree or in lieu of degree, 10+ years of relevant experience
- 5+ years’ experience in relationship-based fundraising and event management required; experience with peer-to-peer campaigns and cause marketing preferred
- Proven track record of 3+ years managing staff and collaborating across teams to achieve objectives
- Ability to build a high performance culture centered on accountability, growth, and teamwork
- Ability to foster cross-departmental collaboration, delegate effectively and distribute workload to support team development and sustainability
- Excellent communication and interpersonal skills to maintain and grow relationships with event partners, peer-to-peer fundraisers, donors, volunteers and internal teams

- Win-win mindset - attentiveness to community partners' interests and goals as well as the ability to represent the Food Bank's interests so that partnerships are as impactful as possible
- Ability to manage a high volume of fundraising events and partnerships at once, creating and adhering to project plans to meet deadlines while adapting to shifting constraints and requirements
- Strong organizational and time management skills to meet deadlines and deliverables; focus on prioritization and impact
- History of meeting and exceeding revenue targets; experience with budgeting, forecasting, and reporting. Ability to assess and improve fundraising outcomes drawing insights from financial data and reports.
- High level of proficiency in fundraising CRM software (Raiser's Edge NXT preferred) and Microsoft Office (Teams preferred)
- Belief in CTFB's mission, values, vision, and culture
- Demonstrated willingness and desire to work with people from diverse ethnic, socioeconomic and religious backgrounds
- Demonstrated commitment to service above all else

Working Conditions

Hours of Operation: Core business hours for this position are Monday through Friday, 8 am to 5 pm, during which this position is required to be available for collaboration and meetings. The position sometimes requires working protracted or irregular hours including evenings and/or weekends to align with event and donor schedules. When irregular hours are required, flex time is encouraged to keep the total number of work hours per week at 40, provided work objectives are met.

Environment: This position works a hybrid schedule with three days per week in the Central Texas Food Bank offices in southeast Austin. This position requires sitting or standing for long periods of time, using computers, laptops and other technology. This position occasionally works outside in various weather conditions such as extreme heat, cold or rain and occasionally works around machines with moving parts and moving objects. The position also requires working alone and with others on a team.

Travel: CTFB serves 21 counties in central Texas. This position may rarely require same-day travel between counties, using a personal vehicle or CTFB passenger fleet and possibly occasional out of town travel for meetings, special events or professional development.