



Position: Donor Relations Manager

Reports to: Chief Development Officer

Organization Overview

Formed in 1952, The Austin Humane Society is Austin's largest, longest standing, no kill, non-profit animal shelter. AHS is dedicated to eliminating unnecessary euthanasia of dogs and cats through:

- Innovative life-saving adoption programs
- High-volume spay and neuter programs
- Engaging the community to be part of the solution
- Serving animals and people in times of crisis

Austin Humane Society Donor Relations Manager Position

The Donor Relations Manager is a fun new position that is responsible for building out and managing a robust stewardship plan for AHS. Our organization is growing and it is an exciting time to part of the team! This role includes overseeing and managing cultivation and stewardship best practices, maintaining the integrity of our donor database and helping to manage our grant cycle throughout the year. The position reports directly to the Chief Development Officer and works very closely with all members of the Development and Communications teams. A great attitude, ability and willingness to jump in, be creative, try new things and just roll with it are required. A love of animals is also a good thing!

Essential Functions:

Stewardship (40%)

1. Build out and project manage stewardship matrix/program for all of the development pipelines
2. Create weekly stewardship assignments for Relationship Managers and do regular follow-up
3. Conduct major donor solicitation/strategy meetings (monthly) by pulling reports and managing assignments
4. Create solicitation plan for major events and project manage assignments
5. Send digital acknowledgements/receipts with help of the finance team
6. Generate, print and mail acknowledgement letters when needed (1-2/x week)
7. Execute donor surveys as needed
8. Create donor reports with the help of RESTech (Contract database specialists)
9. Manage stewardship mailings (Holiday cards, etc.)

Database (20%)

1. RESTech Relationship Lead for Reports
2. Generate and prepare mailing lists for direct mail/newsletters
3. Oversee database health, integrity, and special data projects; especially as it relates to cultivation and stewardship tracking for solicitors
4. Assist with setting up dashboards for Relationship Managers
5. Constituent record upkeep (Address changes, contact info, etc.)

Project Management for Grants (30%)

1. Manage project timeline for all grants and submit
- *Notes: Grant writing and compliance are handled separately.

Special Projects (10%)

- Prospect Research/Wealth Screening for New Donors and Grant Applications/Opportunities

Other Responsibilities

- Respond to emails and calls within 48 hours.
- Other duties as assigned.

Qualifications/Basic Job Requirements:

- **Have experience in CRM software. (Raiser's Edge/Blackbaud is a must.)**
- Able to execute tasks in a timely manner and ask for guidance when needed.
- Exceptional organizational skills.
- Strong attention to detail.
- Ability to track and report activities.
- Ability to handle complex and confidential information.
- Ability to manage up when needed.
- Highly organized and able to execute in a timely manner and delegate when needed.
- An energetic self-starter with a glass-full attitude.
- Like to have fun and be a team player!
- Critical thinker who likes to come up with new ideas and try them.
- Ability to work with fellow team members in a coordinated effort to accomplish goals with clear communication in a timely manner.
- Bachelor's degree preferred.

The Donor Relations Manager is a full-time, exempt position that reports to the Chief Development Officer and works closely with other members of the Marketing, Development and Operations teams. Hybrid work is an option. Salary is \$65K/year plus generous benefits and vacation time.