



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, responsible for the cultivation and stewardship of donors. The Relationship Steward 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 Relationship Steward will steward new and current donors who are committed to the ongoing support of MLF. We invite 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 Corporate Relations Officer. Due to the nature and requirements of the position, hours flex to fit the need but typically include 9 am -5 pm Monday-Friday. Frequent nights and weekends may 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
- Co-create and maintain a mid-level donor program that stewards a portfolio of donors and prospective donors
- Responsible for the cultivation and stewardship of a portfolio of 300-500 donors making gifts between \$2000-\$9,999 to the organization
- Develop and execute planned and measurable actions designed to steward the donors' generosity.
- Keep donors aware of the mission, accomplishments, and greatest needs of MLF
- Deepen relationships with donors through strategic activities
- Develop donor profiles through research and relational connection
- Collaborate with the Major Gifts Team to move donors through the donor pipeline
- Communicate with donors and prospective donors regularly through email and phone calls
- Assist Relationship Officers in donor and prospective donor research, as applicable
- Host tours and other cultivation/stewardship activities including breakfasts, lunches, and dinners
- Participate in public speaking opportunities and other relationship building opportunities
- Co-create and steward pipeline cultivation actions
- Research & re-engage donors who may have lapsed in their giving to MLF
- Coordinate large group visits as applicable to donor segment
- Review various registration lists for donor names
- Maintain a discipline of updating records of engagement activities, strategies, and proactive steps in Salesforce
- Adhere to the highest ethical standards and assure high levels 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 & 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.
- Bachelor's degree preferred, experience may substitute education
- Relationship building with strong interpersonal and communications skills
- Self-starter with the ability to multitask and have detail-orientation
- Knowledge of customer service practices and fundraising operations is preferred
- 2-4 years' experience in fundraising, donor relations, business development, or customer service preferred
- Proficiency in Microsoft suite
- Ability to maintain confidential donor information
- Ability to work independently and with a team to manage multiple projects and be flexible to changing priorities
- Salesforce or CRM database experience is a plus
- Proficiency in telecommunications such as email and phone calls
- Comfort with public speaking
- Must have a valid driver's license

Work Environment & Physical Demands

- Ability to work nights and weekends as needed
- Ability to move throughout all phases of the Community First! Village
- Ability to occasionally work in outdoor weather conditions
- Ability to operate a golf cart

Compensation & Benefits

- \$55,000-61,000/year
- 100% Employer-paid Health, Dental, Vision, Life, STD and 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

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