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United Way for Greater Austin

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Individual Giving Manager

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Job Type

Full-time

Description

United Way for Greater Austin
Individual Giving Manager
Department: Resource Development
Regular, Full-time, Exempt

Who we are:

United Way for Greater Austin brings our community together to break economic barriers and build opportunity for all. We break the cycle of economic hardships for families and individuals, striving to create a vibrant, thriving community. Recognizing the urgency of addressing economic challenges, we focus on increasing the availability of high-quality early care and education and access to pivotal resources to address financial barriers in Central Texas. Our united front includes dedicated donors, volunteers, corporate and civic partners, staff, and a connected network of neighbors. Together, we leverage data, community alliances, services, and public engagement to transform Central Texas, responding to urgent needs with lasting, impactful solutions.

Who we want:

The **Individual Giving Manager** will manage a segment of prospective and current donors to United Way for Greater Austin. You will engage stakeholders in United Way's work as volunteers, advocates, and donors to strengthen and further United Way's impact. You will help educate donors on our mission, creating meaningful opportunities for them to engage in our work, i.e., organizing fundraising and donor network events and activations and building a network of committed, passionate donors. You will work alongside the Resource Development team with the ultimate goal of engaging individuals through personal philanthropy.

Who you are:

- **Collaborates:** You work cooperatively with all departments across the organization to achieve shared objectives and represent their interests while being fair to others and their area. You partner with others to get work done and credit others for their contributions and accomplishments — you garner the trust and support of others.
- **Builds networks:** You build strong formal and informal networks and maintain relationships across various functions and departments. You draw upon multiple relationships to exchange ideas, resources, and know-how.
- **Builds effective teams:** You form teams (both internally and externally) with an appropriate and diverse mix of styles, perspectives, and experience and foster open dialogue and collaboration. You establish common objectives and a shared mindset. You create a feeling of belonging and strong team morale, share wins, and reward team efforts.
- **Strategic mindset:** You anticipate future trends and implications accurately and readily pose future scenarios. You articulate credible pictures and visions of possibilities to create sustainable value and develop competitive and breakthrough strategies that clearly connect vision and action.
- **Plans and aligns:** You set objectives to align with broader organizational goals and break objectives down into appropriate initiatives and actions. You stage activities with relevant milestones and schedules and anticipate and adjust effective contingency plans.

What you'll do:

- Manage and grow a portfolio of donors. Qualify, cultivate, solicit, and steward individual donors at all giving levels.
- Engage in frontline fundraising and provide a meaningful, high-touch donor experience to United Way for Greater Austin's leadership donors.
- Ensure deep, strategic, year-round, sustainable relationships between donors and prospects are built and maintained within the assigned portfolio.
- Identify each individual and prospect's philanthropic goals and objectives within the assigned portfolio, establishing oneself as a primary resource and contact in their relationship with United Way for Greater Austin.
- Ensure a comprehensive understanding of the background of each individual and prospect within the assigned portfolio exists, with a personalized and differentiated approach developed for each.
- Collaborate with the Resource Development Events and Engagement and Marketing and Communications teams to create a calendar of meaningful events and communication tools to engage and steward donors year-round.
- Partner with Corporate Account Managers to increase the number and retention of donors (e.g., provide portfolio development support, develop a strategy for the highest ROI, and help with donor communications).
- Support Corporate Account Managers during campaigns for tabling, volunteerism and activations as needed.
- Engage key volunteer leaders in implementing strategies to achieve optimal portfolio performance with current donors and potential donor pipeline development.
- Create and execute events as needed to engage donor pipeline

- Ensure the CRM database and process for the individuals and prospects within the assigned portfolio is managed, analyzing data and reports for opportunity and risk identification. Track and evaluate the effectiveness of strategies, campaigns, and overall results.
- Adjust strategies and relationship management with fluid pipeline dependent on events and engagement opportunities.
- Acknowledge donors through thoughtful, timely public and private recognition.

What you'll bring:

- Bachelor's degree with a minimum of three years of relevant experience preferred
- A thorough understanding of donor/CRM software is required (Salesforce preferred)
- Strong problem-solving skills; ability to operate professionally under various working conditions
- Ability to manage multiple projects in a fast-paced work environment across Travis and Williamson counties,
- Strong team-building skills; ability to work well with staff in all departments; comfortable working with diverse groups

What you'll receive:

- Dynamic and rewarding work environment
- Competitive Compensation
- Hybrid Work Option
- Employer 403(b) Matching
- Employer-Sponsored Health Insurance (for employees)
- Dental Insurance
- Vision Insurance
- Health Savings Account (HSA)
- Flexible Spending Account (FSA)
- Generous Paid Time Off (PTO)
- Paid Parental Leave
- FMLA
- Employee Assistance Program (EAP)

This position is located in Austin, Texas, and reports directly to the Sr. Director of Philanthropy

Notice: The job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Management has the right to assign or reassign duties and responsibilities at any time. United Way for Greater Austin is an "at-will" employer.

Salary Description

\$56,355/Annually

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