



## Job Description

**Job Title:** Senior Development Manager

**FLSA Status:** Exempt

**Reports to:** Director of Development & Communications

**Work Schedule:** Full-time

**Approved by:** Allison Parker, Director

**Date Approved:** May 17, 2022

**Reviewed by:** Jennifer Boren, Director of Operations and Finance

**Date Reviewed:** May 17, 2022

**JOB PURPOSE:** To respectfully, compassionately, kindly and lovingly identify, develop and foster partnerships with major donors to solicit them for substantial donations, ensuring continued support for Infant Crisis Services' babies and toddlers in crisis.

### SUMMARY

Under the general direction of the Director of Development and Communications, the Senior Development Manager is responsible for the identification, cultivation and stewardship of individual, corporate and foundation major donors, soliciting targeted donors for substantial donations to secure significant funds for Infant Crisis Services. The Senior Development Manager manages major donor relationships assuring that as many as possible are retained as continuing donors to the organization and are upgraded in their giving and involvement.

The Senior Development Manager is expected to serve as ambassador at large for Infant Crisis Services and must demonstrate professional excellence and perform to Infant Crisis Services' standards of quality at all times.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serves as the primary staff solicitor of all major and mid-level donors.
- Develops and coordinates the donor acquisition plan for identifying new and prospective donors. Monitors all prospect contacts to ensure positive and purposeful prospect and donor relations.
- Conducts research and prospective work to identify new donors or current donors who may have greater capacity to partner with Infant Crisis Services for major gifts.
- Work closely with Director of Development and Communications to develop strategies for prospect moves management and prospect assignments for major, planned and special giving campaigns.
- Works closely with Director of Development and Communications to develop and strengthen Infant Crisis Services' planned giving program.
- Participate in all aspects of the gift cycle:
  - Initiate contacts with potential leadership and major gift donors.
  - Develop appropriate cultivation strategies for them, including working with volunteers, board members and staff.
  - Move potential donors in an appropriate and timely fashion toward solicitation and closure.

- Make solicitations when appropriate (solicits gifts consistent with each donor's readiness and interest).
- 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.
- Recognizes donors in a manner consistent with agency policy and the donor's request.
- Maintains ongoing relationships with donors in-person or via phone, mail, and e-mail in order to continue cultivation of their interest in the agency. In many cases, the process includes taking the potential donor to lunch, allowing him or her to meet with members on the board of directors, and demonstrating to the person why the company would benefit from their donation. Some of this job can take place in an office, such as sending emails and making phone calls to potential donors, but it also involves traveling to meet with target donors.
- Coordinates efforts to track and re-engage lapsed major donors and prospects.
- Identifies and creates event opportunities that support donor recognition and donor cultivation.
- Works collaboratively and strategically with the Executive Director and Director of Development and Communications regarding donor development activities, providing them with accurate and current information about donor engagement, cultivation, and solicitation activities.
- Works collaboratively with and in support of volunteers, board and staff to cultivate and solicit donors.
- Collects and provides summaries as requested for all major gift activities, planned giving or special campaigns.
- Models the agency's core values of respect, compassion, kindness and love in all activities and interactions. Ensures that all donor development activities support the mission, vision and brand of Infant Crisis Services.
- Other related duties may be directed by the Director of Development and Communications or designee.

#### Supervisory Responsibilities

None

#### Education and/or Experience

- Bachelor's degree with at least five (5) years of demonstrated success in development and fundraising or equivalent combination of education and experience.

#### Skills And Abilities Required

- Mission-oriented and willing to apply Infant Crisis Services' standards and beliefs to the performance of job duties, adhering to Infant Crisis Services core values of respect, compassion, kindness and love.
- Must be a highly energetic professional with a track record of building donor relationships.
- Excellent oral, written and interpersonal communication skills.
- Ability to understand the needs and interests of leadership and major gift donors in order to develop relationships between them and the organization
- Successful experience in making cold calls as well as developing cultivation and solicitation strategies.
- Excellent organization and prioritization skills. Must be able to manage multiple projects simultaneously.
- Must display a high level of initiative, effort and commitment toward completing assignments efficiently.
- Ability to work with minimum supervision and demonstrate attention to detail.
- Must have a high level of integrity to handle sensitive and confidential agency, client, donor, and employee information and situations.
- Demonstrated competence in serving a culturally diverse population. Demonstrated ability to work collaboratively with a diverse workforce.
- Must be able to maintain a professional, customer service-oriented attitude at all times.

- Ability and willingness to travel for job responsibilities, including a valid driver's license and if needed use of a personal vehicle with adequate insurance.
- Ability to work and communicate with staff, clients and their families, donors, vendors, board members, etc. to meet their needs in a polite, courteous and cooperative manner.
- Must be available to participate in events during business hours as well as evenings and weekends to cultivate and solidify relationships.

#### Computer Equipment And Software Requirements

- Experience utilizing technology, web-based tools, and social media for donor communication and solicitation preferred.
- Must have knowledge of Microsoft Office programs.
- Experience in use of standard office equipment.

#### Certificates, Licenses, Registrations

- Valid Oklahoma Driver's License
- Proof of auto insurance
- CPR (can be obtained through Infant Crisis Services-sponsored training)

#### Physical Demands

While performing the duties of this job, the employee is regularly required to read, write, hear, communicate effectively with staff, clients, and other in person, by telephone, and in writing. The employee is frequently required to sit. The employee is regularly required to stand, walk, use hands to type, write or handle objects, and reach with hands and arms; carry and lift up to 25 pounds; twist and reach to perform essential functions; and reach with hands and arms to obtain or store files. Close vision and depth perception, hand and eye coordination, and manual dexterity necessary to operate a computer keyboard, calculator, stapler and basic office equipment. Must have visual acuity to read and draft reports, memos, letters, etc. Must have the physical ability to enter homes and other work-related environments that are not handicap accessible. Must be able to speak and communicate clearly and effectively with, staff, donors, board of directors and others in person, by telephone, and in writing. Employee must be able to use deductive reasoning to apply general rules to specific problems, demonstrate problem sensitivity to tell when something is wrong or likely to go wrong; demonstrate social perceptiveness by being aware of other's reactions and why they act as they do; and use self-awareness to be aware of one's feelings and behaviors.

#### Work Environment

The employee will work in an office environment and in close quarters with other staff and clients; job responsibilities require frequent driving varying distances between main office site and other locations. May be exposed to hazardous weather and driving conditions related to disaster relief program requirements; not all sites will be wheel-chair accessible and may have uneven, wet, or other hazardous walking surfaces. The noise level in the work environment varies from moderate to loud; frequent hectic situations will occur characteristic to working with infants, toddlers and mothers in need. Employee must expect frequent exposure to strong odors such as soiled diapers and clothes, poor hygiene, and other conditions.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

***Mission Statement:***  
*Infant Crisis Services provides life sustaining formula, food and diapers to babies and toddlers in time of crisis. . . Because no baby should go hungry.*