

Job Opening

Donor Relations Manager



DATE: January 8, 2021
SEND RESUMES TO: Jonathan Whitt, Vice President of Advancement
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Overview

Crossworld, a non-profit mission agency based in Kansas City, Mo., is a formative community of disciple-makers from all professions bringing God's love to life in the world's least-reached marketplaces. We have an immediate opening for a full-time Donor Relations Manager to join our creative, entrepreneurial, and mission-focused team. This position reports to Crossworld's Vice President of Advancement, who also oversees the marketing, communications, and mobilization efforts of Crossworld. The position of Donor Relations Manager joins the fundraising efforts of a full-time Major Gifts Officer, a part-time Administrative Assistant, and the larger Advancement Team.

Function

The Donor Relations Manager (DRM) is tasked with growing the pool of Crossworld donors using a variety of marketing techniques, including social media and print. The DRM is responsible for maintaining the regular flow of contributions from donors and overseeing how contributions are received and used. The DRM will develop mailing lists, newsletters, and specialized emails to communicate with donors. The DRM will work with the development committee and staff on new ideas to achieve fundraising goals and run fundraising campaigns that expand donations to the ministry. The DRM will provide fundraising coaching and consultation to Crossworld members to assist in their personal support-raising efforts while cultivating new donor relationships among our members and ministry partners.

Areas of Responsibility

- A. Steward Crossworld's fundraising efforts.
- Work with the VP of Advancement to develop and execute the overall fundraising program, engaging with the president and other senior leadership as appropriate.
 - Develop, update, and guide a fundraising plan that focuses on relationship development, leveraging Crossworld and subsidiary leaders as well as utilizing personal engagement to maximize and grow funding over time.
 - Create and send at least two organizational fundraising appeals per year.
 - Build strong relationships with donors, members, and partner organizations.
 - Expand the donor base to Crossworld's Global Advance Fund (unrestricted giving).
 - Select major gift prospects for cultivation by the Major Gifts Officer.
 - Expand awareness, engagement, and participation among Crossworld's board for resourcing the ministry.
 - Coordinate the creation and execution of all development-related publications with the VP of Advancement and Communications Department.
 - Communicate regularly with donors via telephone, email, social media, newsletters, and the Crossworld website.
 - Assist in the design of a donor stewardship program.
 - Assist in the development of legacy / planned giving efforts that follow best practices in the industry.
 - Assist and coach Crossworld members in their individual support-raising efforts.

- B. Track, manage, and report on donor-related data.
- Develop a strong understanding and utilization of Crossworld's technology for capturing, tracking, and measuring donor engagement.
 - With the assistance of the Shared Services department, coordinate, oversee, and execute administrative tasks related to fundraising and donor engagement.
 - Keep Crossworld leadership apprised of results, both positive and negative, regarding donations and the trending of donations.
 - Work with the VP of Advancement and Advancement team members to develop presentations, proposals, and donor education materials.
 - Manage the donor CRM software and ensure the accurate record keeping of donations to the ministry.
 - Ensure donors are thanked for their donations and cultivated for future gifts.
- C. Other organizational responsibilities
- Assist with donor cultivation event planning and coordination.
 - Participate in staff prayer times for our international staff.
 - Participate in weekly staff meetings.
 - Engage in special projects as assigned.

Knowledge

- Extensive familiarity with fundraising at various depths and best practices for writing appeals
- Donor cultivation strategies and familiarity with individual fundraising methods
- Familiarity with donor CRM software (experience with Donor Direct and SiteStacker is a plus)
- Knowledge of current social media environment and methods for leveraging relevant internal technology to acquire new donors and partners
- Knowledge of charitable giving trends, particularly in the areas of capital campaigns, major gifts, and planned giving will be extremely beneficial
- Planned giving tools and strategies, experience managing a major gifts portfolio, and knowledge of current trends in professional financial services for high net-worth individuals or families is a plus.

Skills

- High awareness of the emotions of self and others as demonstrated through effective listening, attention to non-verbal cues, tact, patience, and courtesy commonly referred to as Emotional Intelligence (EQ)
- Personal networking passion that yields meaningful and transparent relationships
- Business acumen for accurate forecasting and effective resource management
- Project management leadership, support, and implementation skills
- Prioritizing objectives and measuring the effectiveness of fundraising efforts
- Excellent communication skills, both orally and in writing
- Identifying and convening key target audiences for the fundraising task
- Successful fundraising in the marketplace or in ministry

Abilities

- Articulate the gospel and the ministry of Crossworld with clarity and enthusiasm
- Effectively interface with a variety of donors and ministry partners
- Effectively paint a vision that will inspire others

- Work independently, remain self-motivated and on task because of a strong work ethic
- Present compelling messages to small and large groups
- Humbly keep ego in check and assist others in collaborative teamwork
- Build on past success and imagine new markets, methods, and messages to expand Crossworld's fundraising efforts

Qualifications

- A passion for the cause and a sense of calling to the ministry
- College degree in business, marketing, communications, or a related field
- Sales/marketing or fundraising success as a significant producer with the demonstrated ability to set objectives and manage performance to successful outcomes
- Successful experience in managing a portfolio of investors/funding sources/donors with a specific emphasis on donor relations, networking, and relationship development

Expectations

- Perform all tasks with a pleasant and cooperative attitude.
- Be respectful and supportive to those in a position of leadership.
- Show sensitivity toward the needs and concerns of co-workers.
- Exhibit conduct that glorifies God and exemplifies honesty and integrity.
- Practice good stewardship in the use of Crossworld's supplies, equipment, material, and finances.
- Adhere to the laws of government and comply with the policies and practices of Crossworld.

Requirements

Location and Hours: This position is based at Crossworld's Kansas City campus. The employee must be able to function efficiently working from a private office on campus, or at home as required to comply with current COVID-19 protocols, during the hours of 8 a.m. to 4:30 p.m. with a half-hour lunch break, Monday through Friday.

Physical: While performing the responsibilities of the job, the employee is required to talk, hear, use their hands and fingers to operate office technology, is often required to sit, stand, walk, reach with arms and hands, is occasionally required to climb, balance, stoop, kneel, crouch, and crawl. This employee should be able to lift and carry up to 15 pounds periodically. Vision abilities required by this job includes both close and distance vision. The noise level in the work environment is usually quiet to moderate.

Religious: As a church organization that exists for religious purposes, Crossworld requires that all employees profess faith in Jesus Christ; be supportive of the Crossworld doctrinal statement; be an active member of an evangelical Christian church; be willing to participate in events, including Christian services, held or sponsored by Crossworld; be willing to share their personal testimony; refrain from committing any act which detracts from the Christian testimony and ministry of Crossworld and fulfill other ministry functions and requirements that may be requested by Crossworld. Crossworld holds to biblical standards concerning sexual conduct. We believe the Bible teaches that marriage is to be a lifelong union between

one man and one woman, and that the sexual relationship is to be enjoyed uniquely within the context of marriage (Gen. 1:26-27; Ex. 20:14; 1 Cor. 6:18 - 7:4; Gen. 18:20; Lev. 20:13; Rom. 1:26-27). Because of our understanding of the biblical teaching on this matter, Crossworld does not employ or retain for employment individuals engaged in sexual conduct outside of the bounds of a heterosexual marriage relationship.

Compensation and Benefits

This is a full-time position and is classified as non-exempt. The starting compensation range for this position is \$36,000 to \$43,000 annually. Compensation will be determined annually by the Vice President of Advancement. The employee is guaranteed a generous benefits package which includes medical coverage, life insurance, and retirement benefits. Annual vacation begins at 10 days, with 11 paid holidays; additionally, 10 sick days are allotted on Jan. 1 each year. Paid time off (vacation and sick days) will be pro-rated for 2021, based on the first full month of full-time employment with Crossworld.

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