

MUTTVILLE

senior dog rescue



Position Title: Donor Relations Officer
Classification: Full-time, Exempt
Date: November 2018

Muttville Senior Dog Rescue is a dynamic and growing non-profit organization based in San Francisco. We operate a cage-free shelter, along with offering robust foster, adoption, volunteer, and various community serving programs. Our goal is to save over 1,100 senior dogs next year. We are a team-oriented organization that has a positive, “can do” attitude while serving the community and furthering our mission to save senior dogs. We encourage our staff members to be innovative and think outside the box to achieve our goals. The offices at Muttville’s headquarters are shared not only with colleagues and volunteers, but also with many of the mutts available for adoption.

Position Description:

The Donor Relations Officer is an integral member of the Development team, consisting of committed, dependable, and fun-loving professionals. This team works collaboratively to inspire support for Muttville’s annual giving programs and capital campaign. The Donor Relations Officer works closely with senior leadership to identify, cultivate, solicit, and steward gifts in support of Muttville.

The purpose of this position is to secure funds for Muttville by managing a portfolio of donors and donor prospects to move them along a relationship continuum from awareness, to interest, to involvement, to investment, depending on where they currently are in relationship to Muttville. The job is to create a climate for donors to fall in love with our cause and support our continued success. This is achieved by creating a strategic donor cultivation plan, making and keeping track of a targeted number of “moves” or “touches” per year. The culmination of these activities is a request for a gift/increased gift. The benefit of this position includes the satisfaction of helping donors fulfill their passions and interests through giving to Muttville.

Essential Duties:

Plan Development –Develop a systematic, yet tailored cultivation and ask plan for each top prospect in your portfolio, including steps, timelines, and goals. This is a process of taking mid-level and prospective donors down a path of happy cultivation activities that builds up their loyalty and engagement with Muttville, resulting in larger gifts.

Donor Cultivation – Develop relationships with donors in your portfolio. For example, get in front of your top 10 donors once a month, your next 20 every other month, and your next 30 prospects once a quarter. Each of your top 60 prospects will have a defined cultivation move that is unique to each individual.

Donor Research – Lead the volunteer donor research team, directing their activities. Work with management to determine next steps based on information learned.

Reporting – Update the donor database to reflect donor cultivation work, learned information, and next steps in a timely fashion. Create monthly reports for management that accurately reflect caseload activity and performance.

Fundraising Gala – Assist with Muttville’s annual Senior Prom fundraising gala. This includes but is not limited to helping secure donor sponsorships, proxy bids, etc., as well as pre- and post-event stewardship activities.

Double check weekly deposits – Ensure the check and cash amounts input and provided by the Development Coordinator are correct before the money is submitted to the bank for deposit. This is not only a necessary step in our accounting process, but will also familiarize you with donor information, giving activity and new potential prospects.

Team Support – Assist colleagues as needed to ensure priorities are reached and to demonstrate teamwork. Pre- and post- Prom and during the End of Year campaign are particularly busy times in Development. Strive to understand the roles and contributions of each member of the team. Assist with special events, projects, and tasks as needed.

Reports to:

- The Development Manager

Position Requirements:

Education & Experience

- Bachelor degree or higher.
- Experience with Muttville and/or non-profits strongly preferred.
- Experience working with sophisticated professionals.
- Experience in a fundraising/development environment strongly preferred.
- Database experience required.
- Experience volunteering at a non-profit organization.

Knowledge, Abilities, & Skills

- Professional approach and demeanor while interacting with donors and all other parties (both internal and external).
- Ability to clearly and concisely communicate key information in meetings and presentations.
- Consultative approach to working with others to help them achieve their goals.
- Work is performed in shared office spaces with colleagues, volunteers, and dogs, so the ability to work successfully and in a non-stressful manner in our busy and bustling environment is required. We value a drama-free work place.
- Work collaboratively to ensure the overall success of the organization. Dedicated and motivated to help with excellent customer service, adoptions, events, and/or animal and facility care as needed.
- Ability to create a comprehensive and measurable donor cultivation plan including strategies, steps, timelines, and goals.
- Ability to embrace and foster change, problem solve, multi-task, and regularly demonstrate flexibility.
- Effective organizational skills, and attention to detail with a high-level of accuracy.
- Ability to create spreadsheet and reports.
- Excellent communication and written skills with the ability to interact exceptionally well with a diverse community.
- Friendly, outgoing, people-oriented attitude with excellent phone, computer, and customer service skills.
- Available to work weekends, evenings, and holidays on an as-needed basis.
- Stress management skills with the ability to handle an array of situations calmly and professionally.
- Time management skills and flexible schedule.
- Comfortable and willing to accommodate multiple dogs in work and office spaces.

Physical Requirements & Work Environment

- Regularly sit at computer station and operates electronic equipment.
- Work is performed at Muttville headquarters, which includes areas where dogs live and are cared for, office spaces, stairs, and outdoor locations, as well as at offsite event locations.
- Regular exposure to free-roaming office and headquarters dogs with limited alternatives available.
- Subject to dog bites and scratches while handling dogs of questionable temperament.
- Regular bending, reaching, kneeling, sitting on the floor, crouching, and dog walking with occasional lifting of up to 40 pounds.
- Requires ability to speak clearly and distinctly to groups inside, outside, in small and large spaces.
- Exposure to disinfectant solutions.
- Exposure to regular interruptions.
- Regular local travel to meet with donors.

Salary and Benefits:

- The starting salary for this position is commensurate with experience and qualifications.
- This is a regular, full-time, exempt position and the benefits package includes medical, dental and vision insurance and vacation, holiday, and sick pay.