

MUTTVILLE senior dog rescue



Position Title: Mid-level Giving Officer
Classification: Full-time, Exempt
Date: November 2024

About Muttville:

Muttville is a pioneering non-profit dedicated to rescuing senior dogs, the most vulnerable in the shelter system. As California's first animal welfare organization focused on older dogs, we've transformed perceptions through education and outreach, making senior dogs highly sought after as loving companions. Since 2007, we've rescued over 12,000 dogs, creating lasting impact every day.

Our joyful, cage-free rescue provides a stress-free environment where dogs relax, thrive, and connect with potential adopters. Muttville's innovative programs—adoption, foster care, veterinary care, and hospice—are celebrated nationwide. Volunteers play a key role, and we engage the community through programs that strengthen bonds between people and animals.

Working at Muttville:

We foster an innovative, team-driven culture filled with optimism and a deep commitment to animals and the community. At Muttville, we encourage creativity, collaboration, and a supportive atmosphere where everyone's contributions are valued. We're dedicated to the well-being and success of both our team and the dogs we serve.

Position Description:

The Mid-level Giving Officer is an integral member of the donor engagement team, consisting of committed, dependable, and fun-loving professionals. This team works collaboratively to inspire support for Muttville to meet or exceed our annual budget, which is close to \$10M this year.

This role partners closely with the Director of Donor Engagement to strategize around the retention and stewardship of our mid-level and monthly Mutt Guardian supporters. This individual manages a portfolio of mid-level donors who contribute \$1,000 to \$9,999 annually. This role includes working with the team to organize appreciation events for our supporters and working closely with our marketing team for the publication of a regular Mutt Guardian newsletter.

Essential Duties:

Mutt Guardian Program—Collaborate with the Director of Donor Engagement to establish goals for this monthly giving program with an eye toward donor retention and increased giving. Coordinate program activities, including hosting an annual appreciation event and sending engaging and timely communications such as the Mutt Guardian newsletter (which you will work with the marketing team to create), ensuring donors feel valued and connected to Muttville.

Strategy— Monitor donor retention among our Mutt Guardian and mid-level giving supporters. Read articles and attend webinars and/or classes as needed to maintain your understanding of best practices around donor engagement and retention and giving trends. Use data analytics to identify patterns and inform strategic outreach plans. Identify individuals who may want to engage more deeply with the organization and who may benefit from being in a major gifts portfolio.

Donor Stewardship and Engagement: Manage a portfolio of mid-level donors and keep them updated on Muttville's life-saving work. Determine which donors would benefit from more personalization and increased frequency of contact. For donors interested in more engagement, you may be communicating with them via any of a number of channels such as email, phone, or in-person hosting them for a tour of Muttville.

Fundraising Gala—Assist with Muttville's annual Senior Prom fundraising gala. This includes but is not limited to sending invitations, securing sponsorship and auction items, helping on-site at the event, and pre-and post-event stewardship activities.

Familiarity—Learn about and maintain an in-depth knowledge of Muttville's programmatic and financial activities and priorities and relay accurate and appropriate information to donors.

Team—Assist colleagues to achieve departmental priorities, particularly during high-demand periods like the pre- and post-prom season and the end-of-year campaign. Develop an understanding of each team member's roles and contributions to foster a cohesive and supportive environment. Assist with special events, projects, and tasks as needed, ensuring successful execution—support keeping our facility and offices organized, clean, and visitor-ready.

Culture - Keep Muttville's lifesaving mission and overarching values central to everything we do, and generate a culture of positivity, proactivity, hard work, resourcefulness, humor, and collaboration.

Discretion: Safeguard donor, staff, and organizational information with the utmost care and confidentiality. Share details thoughtfully and only as needed to advance fundraising goals and foster collaboration. Ensure all communication respects privacy, builds trust, and upholds the integrity and values of our organization.

Position Requirements:

- Mission Driven:
 - Highly motivated to raise funds and show appreciation for our donors so we can save as many dogs as possible.

- o Ready to jump in and work, proactively meeting challenges and finding ways to advance Muttville’s mission and the Donor Engagement team.
- o Happy and comfortable to accommodate multiple dogs in work and office spaces.
- **Effective Communicator:**
 - o Compassionate communication that aligns with Muttville’s brand.
 - o Ability to clearly and concisely communicate key information in meetings and presentations.
 - o Demonstrated sensitivity and commitment to handling confidential or private information with discretion.
- **Results-Driven and Goal-Oriented:**
 - o Demonstrated strong drive to meet and exceed ambitious goals with a proactive approach.
 - o Passionately motivated by achieving impactful results and advancing the organization’s mission.
- **Highly Organized, Analytical, and Capable:**
 - o Track record of achieving performance goals and objectives.
 - o Ability to prioritize, plan for, and manage several milestones and projects efficiently.
 - o Focused, organized, entrepreneurial, and self-directed, with a high level of cultural fluency.
 - o Strong attention to detail and to documenting projects, activities, and outcomes.
 - o Solid computer skills and database experience.
 - o Ability to work autonomously.
- **Easy to Work With:**
 - o Warm, approachable demeanor with a sense of humor and enthusiasm for collaboration.
 - o Solutions-oriented with a flexible approach, “make-it-work” mindset, and a proactive approach to challenges.
 - o Mature, self-aware, and socially perceptive, with a proven track record of problem-solving, building strong working relationships, and effectively managing stress.
 - o Skilled at building and maintaining positive rapport with staff, donors, volunteers, board members, and partners while contributing as a supportive team member.
 - o Highly organized and able to manage multiple priorities in a fast-paced environment with a calm, adaptable, and positive attitude.
 - o Open-minded and receptive to receiving and integrating feedback, demonstrating resilience and professionalism, and using feedback as opportunities to continue to evolve and contribute more effectively to shared goals.

Physical Requirements & Work Environment:

- This is a hybrid work arrangement, with the opportunity to work at Muttville’s new headquarters, offsite at donor meeting locations, and at home. Muttville’s headquarters have 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.

- Some weekend and after-hours work is required.
- Routinely uses standard office equipment.
- 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.
- Exposure to disinfectant solutions.

Certifications and/or Licenses:

- Valid California driver's license and favorable driving history, and proof of auto insurance.

Reports to:

Director of Donor Engagement

Salary and Benefits:

The anticipated salary range for this position is \$80,000-\$110,000, subject to adjustment. The actual salary offered will depend on several factors, including skill, experience, education, and qualifications.

In addition to competitive salaries, Muttville offers our regular, full-time employees a comprehensive benefits package. This includes health, vision, and dental insurance, a 401K retirement plan, life insurance, long-term disability, an Employee Assistance Program, paid time off, a gym membership to FitnessSF, and continuing education support.

Application Process:

Submit a cover letter and resume to jobs@muttville.org.

Commitment to Inclusion:

Muttville is dedicated to fostering an inclusive and diverse workplace. We encourage applicants from all backgrounds to apply.