



Job Title: Assistant Director, Donor Relations

Department: Development

The Assistant Director, Donor Relations is an integral part of the fundraising team responsible for ensuring donors receive excellent customer service. This position will oversee all gift processing, data integrity, moves management tracking and stewardship plan execution for the statewide development team. This individual will help analyze, evaluate and disseminate information that is critical to donor/partner renewal and retention, assist in developing a pipeline of prospects, as well as develop cultivation plans for individuals and/or organizations in the pipeline. The Assistant Director will track a "moves management" system for maximization of prospect engagement, solicitation and gift closures, and support a broad base of fundraising initiatives.

Reports To: Senior Director, Stewardship & Donor Engagement

KEY RESPONSIBILITIES

Donor Relations & Stewardship Administration

50%

- Work with Chief Development Officer and Senior Director to identify information needs; participate in discussions related to fundraising planning with annual giving, major giving, funding campaigns, volunteer services and auxiliaries
- Help develop, implement and launch a formal donor recognition program to advance donor engagement, cultivation, and stewardship of gifts at all levels
- Prepare and develop communications to donors that demonstrate gratitude and share the impact of their investment, including annual reports, impact reports, videos, and acknowledgement letters
- Provide quality customer service for donor inquiries
- Collaborate with the Chief Development Officer and Senior Director to create and direct retention strategies for lapsed donors and new first-time donors
- Direct digital stewardship campaigns utilizing ThankView; help orchestrate future use by other departments/regions through procedures and creative assistance
- Integrate into a relationship-based culture by attending Special Olympics Illinois activities and events, and cultivating a handful of donors who require limited engagement

Database Administration

30%

- Develop policies and procedures to ensure the accuracy and quality of constituent information
- Track the performance of direct and interactive marketing and fundraising campaigns for key metrics
- Alongside the Director of Salesforce Administration, provide internal support to all database users, including training and troubleshooting
- In conjunction with IT, establish strategies and plans for the maintenance, use and development of new technologies and systems that will directly benefit the users and programs of the Development Department



-
- Analyze data standards and procedures for the department's donor management software, including Salesforce, Donor Drive, and other event giving management software
 - Ensure that information discovered through research is properly maintained and documented in the donor database

Gift Administration & Reporting

20%

- Work with Finance Team to reconcile gifts and ensure proper gift processing, including acknowledgements, memorial/tribute tracking, matching gift documentation; ensure gift details reflect donor wishes
- Use donor database (Salesforce) to manage donor accounts, confirm gifts, and support other database maintenance, updating, and reporting initiative to ensure donor needs are met and data integrity is maintained
- Implement processes that effectively use information technology to track and streamline donor relations activities and ensure accurate and effective communications with donors
- Administers matching gift processing, serving as primary point of contact for matching gift accounts
- Run Salesforce reports and formatting output for internal and external use
- Serve as the liaison to the Finance Department as related to constituent and gift data entry and integrity
- Ensure proper classification and use of campaigns and coding with CRM database to track, analyze, and report on performance based off evaluation metrics.
- Develop analytical reports that provide accurate projections of gifts in the pipeline, demographic snapshots of prospect pool, and portfolio detail

QUALIFICATIONS

- Bachelor's degree from accredited college/university
- 3+ years experience managing systems and support for development programs
- Experience working with relational databases; familiarity with Salesforce highly desirable
- Excellent verbal and written communication skills
- Computer fluency in MS Office; knowledgeable about the role technology plays in fundraising
- A constant learner who is interested in being a proactive, positive member of the team
- Valid driver's license and proof of insurance is required
- Offers of employment are contingent upon clear results of a background check

Work Schedule

- Based in State Headquarters in Normal, IL
- Days and hours of work are Monday through Friday, 8 a.m. – 4:30 p.m.
- Evening/weekend work may be required as job duties demand



To Apply

- To apply for this position, please send a copy of your resume with a cover letter to Matt Johnson at mjohnson@soill.org

Special Olympics Illinois is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, religion, creed, age, disability, sex, gender identity or expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, military status, domestic violence victim status, criminal conviction, and all other protected classes under federal or state laws.