

Job Title: Fundraising & Donor Relations Manager

Full-Time Exempt – 40 hours per week; \$50,000 - \$55,000

Location: Holland, MI (in person full time with occasional opportunities for remote work)

Preparation: Bachelor's degree in nonprofit management, communications, marketing, business, finance, or a related field preferred, or an equivalent combination of education and relevant experience. Candidates should have experience in fundraising, donor relations, event coordination, and donor database management.

- Experience with donor record management, fundraising campaigns, gift processing, and email or direct mail solicitations.
- Experience maintaining donor databases/CRMs, tracking gifts, generating acknowledgment letters, reporting and supporting donor stewardship systems and automations.
- Experience in fundraising event planning, sponsorship solicitation and coordination, third-party fundraising management, and managing volunteer committees.
- Strong organizational skills and the ability to manage multiple projects, deadlines, and donor-facing priorities.
- Ability to interpret and report fundraising data, financial information, and program statistics.
- Excellent written and verbal communication skills.
- Availability for occasional evenings and weekends for events.
- A commitment to working with individuals from diverse backgrounds, including various socio-economic statuses, cultural identities, and gender identities.
- The ability to collaborate with internal teams and external partners, while maintaining confidentiality and adhering to ethical guidelines.

Supervisor: Director of Advancement

Job Summary:

The Fundraising & Donor Relations Manager is responsible for managing donor relations, fundraising operations, donor stewardship systems, gift processing, and advancement event logistics. This position leads donor database management, tracks and acknowledges gifts, supports fundraising campaigns and third-party fundraisers, and helps strengthen donor engagement and retention. The Fundraising & Donor Relations Manager works collaboratively with the Communications & Marketing Manager on appeals, annual reports,

events, and donor communications to help advance the organization's mission to respond to, reduce, and prevent domestic and sexual violence.

Agency Mission Statement

Resilience's mission is to respond to, reduce, and prevent domestic and sexual violence.

Position Specific Responsibilities

Fundraising and Donor Stewardship

- Plans and executes fundraising campaigns, including direct mail and email solicitations, in collaboration with the Director of Advancement and Communications & Marketing Manager.
- Maintains donor records in the management system and ensures timely, accurate processing of gifts.
- Serves as the donor CRM lead, including tracking all donations, generating acknowledgment and thank-you letters, maintaining donor records, managing donor journeys and automations, and supporting data integrity and reporting.
- Develops strategies for donor engagement, retention, recognition, and stewardship. This includes stewarding, managing, and growing annual giving programs and general donor meetings and/or cultivation opportunities.
- Supports and manages the monthly giving program through donation tracking, donor receipts, stewardship support, and record management.
- Coordinates donor-related aspects of special giving projects and campaigns, including May Baskets and Holiday Shop.
- Manages in-kind donation tracking and associated records.
- Supports third-party fundraisers by managing requests, coordinating agency participation, and identifying new opportunities.
- Creates and manages peer-to-peer fundraising opportunities and related donor tracking.
- Assists with grant support functions, including researching new opportunities, thanking grant funders, helping gather stories, and tracking recognition and stewardship activities.

Gift Processing and Financial Management

- Collaborates with the finance team for accurate donation processing, reconciliation, and reporting.
- Generates financial and donor reports to track fundraising progress, campaign results, and donor activity.
- Ensures proper acknowledgment of gifts and timely reporting.
- Tracks program statistics and financial information needed for fundraising materials, reports, and internal planning.
- Supports annual reporting by coordinating donation management, financial/statistical content, and related donor information.
- Assists with budget tracking and financial coordination for fundraising events and advancement projects.

Event Planning and Coordination

- Coordinates and manages logistics for fundraising events, including securing event sponsors, managing vendor payments, licensing requirements, and securing in-kind donations.
- Collaborates with the Communications & Marketing Manager and Director of Advancement to plan and execute fundraising and community engagement events.
- Supports open houses and community engagement events, particularly the fundraising and donor-facing aspects of planning and implementation.
- Coordinates logistics with vendors, sponsors, and partners to ensure event success.
- Evaluates event performance and recommends improvements related to donor engagement, fundraising outcomes, and event operations.
- Recruits and manages event volunteer committee members, acting as a liaison for the committee's needs.

Collaborative Advancement Projects

- Collaborates with the Communications & Marketing Manager on fundraising appeals by providing donor management support, campaign statistics, segmentation, and related fundraising data.

- Collaborates on the annual report by contributing financials, statistics, donation information, and fundraising results.
- Supports brand-related operational needs, including ordering branded supplies and materials for agency and event use.
- Manages committee and volunteer engagement related to fundraising and donor stewardship efforts.

General Administration and Office Support

- Supports volunteer and committee engagement activities.
- Provides backup for front desk and general administrative duties as needed.
- Ensures compliance with organizational policies and ethical standards.

General Staff Expectations

- Approaches all persons from an empowerment philosophy.
- Understands and follows agency policy and guidelines as outlined in the Policy and Procedure Manual and Employee Handbook.
- Participates in maintaining policies, procedures, and service delivery according to standards established by accrediting bodies, funding sources and professional organizations.
- Protects client confidentiality.
- Follows protocol regarding mandatory reporting.
- Functions as part of a team by supporting and working with others to accomplish program and agency goals.
- Communicates effectively, both verbally and in writing, with other staff and with other organizations.
- Participates in staff meetings, team meetings, staff retreats and other planning opportunities.
- Develops personal goals to continue to upgrade knowledge and credentials and implements a plan to achieve those goals.
- Participates in training, continuing education, and other skill development opportunities to further enhance job-related skills and abilities.

- Participates in community presentations and public relations opportunities to further expand the visibility of the agency, its vision, and priorities.
- Represents Resilience on community committees and participates in community groups and activities which promote and enhance the services available to clients in the community.
- Supports agency activities and strategic goals.
- Supports systems change activities to improve systems with which agency clients interface.
- Participates with other agency staff in being aware of emerging needs within the community and the client population, developing an agency vision, and working toward continuous quality improvement.

Physical Requirements:

- Normal office environment requiring standing, sitting, keyboarding and movement around the facility. Reasonable accommodation will be provided for individuals with disabilities.
- Ability to travel to off-site locations and attend off-site meetings and events. Ability to work primarily in-person at Resilience's Holland Program Office, with occasional opportunities for remote work.

The above statements are intended to describe the general nature and level of work performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications of employees assigned to this job. Employees are required to perform other duties as requested, directed, or assigned.

Applications will be accepted until the position is filled. Applications without a cover letter will not be considered.

To apply, please send your resume and cover letter to:

Director of Advancement, Danielle Evans

DanielleE@ResilienceMI.org