



## **Job Description: Donor Engagement Manager**

### **MiracleFeet Overview**

MiracleFeet is an international nonprofit organization that increases access to proper treatment for children born with clubfoot in developing countries through partnerships with local healthcare providers. There are over one million people living with untreated clubfoot around the world, making it one of the primary causes of physical disability in the world. Thanks to a fully-accepted, non-surgical treatment, known as the Ponseti Method, it is possible to treat clubfoot effectively and safely for as little as \$250 a person. By increasing access to treatment, MiracleFeet gives children born with clubfoot the chance to live healthy, productive lives. See [www.miraclefeet.org](http://www.miraclefeet.org) to learn more about the issue of clubfoot and how MiracleFeet is approaching it.

### **Summary**

The Donor Engagement Manager is responsible for managing all aspects of the donor database, managing the logistics of fundraising campaigns, including the end-of-year giving campaign and direct mail campaigns (in partnership with vendors), and establishing and managing donor engagement workflows for the fundraising team. We are looking for a team member who is motivated, detail-oriented, organized, and flexible.

The Donor Engagement Manager is the liaison between the Fundraising and Marketing teams and reports to the Director of Development. This is a full-time position based in MiracleFeet's Chapel Hill, NC office.

### **Essential Functions**

- **Donor Database Management**
  - Record all gifts coming to MiracleFeet into the donor database and flag high-net-worth donors and large gifts for further follow-up
  - Liaise with the marketing team to steward and retain small dollar donors
  - Process and mail pledge reminders, receipts, acknowledgments, and other donor communications, devising systems where necessary
  - Provide excellent and timely stewardship to donors who request information about past donations
  - Fulfill data and reporting requests, including donor lists, regular progress reports, financial reports
  - Maintain accurate and up-to-date donor contact and biographical information
  - Add gift information and donor correspondence to central files as needed
  - Assist in gift reconciliation with the general ledger
  - Develop best practices for database records and train staff in the CRM system
  - Assist in donor cultivation and stewardship events as needed
  - Manage the Moves Management system within CRM database and work with the Director of Development and the Executive Director to accomplish donor tasks



- **Manage Logistics of Fundraising Campaigns**
  - Support coordinated communication and solicitation strategy for the end-of-year giving campaign, all focused on shaping a sustainable tradition of annual support
  - Support direct mail campaigns, in coordination with marketing team and external vendors
  - Provide logistical support for any other fundraising campaigns that arise
  
- **Donor Cultivation and Stewardship**
  - Support donors interested in peer-to-peer fundraising events
  - Collaborate with donors on fundraising ideas, goals, campaign steps and logistics through phone calls and email
  - Provide donors who have received a gift in honor with message and gift equivalent
  - Manage relationships with recurring donors, sending them thank you notes at the end of each fiscal year and updates for taxes at beginning of calendar year
  
- **Help with other team responsibilities**
  - Field calls to the office, answering in a professional and friendly manner and direct calls appropriately
  - Welcome visitors and keep the office environment welcoming to outside guests
  - Provide general administrative support for Director of Development
  - Assist in general administrative activities for development team

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.*

### **Minimum Qualifications**

- Bachelor's degree required
- At least three years of professional work experience, ideally in nonprofits or fundraising
- Excellent proficiency in the Microsoft Office suite, including Excel, PowerPoint, and Word
- Working knowledge of a donor database (Blackbaud Raiser's Edge NXT experience preferred)
- Able to work well in a team environment, handle multiple assignments, and meet deadlines.

### **Knowledge, Skills and Abilities**

- Knowledge of fundraising principles and practices
- Detail-oriented, with strong organizational, analytical, and planning skills.
- Aptitude for the management and effective use of information systems in support of a development program.
- Initiative and independence in carrying out responsibilities.
- Commitment to maintain confidentiality and a high degree of accuracy in donor records.
- Able to work in an environment of constant demands and frequent interruptions.
- Excellent written and verbal communication skills with ability to synthesize information



- Demonstrated motivational and problem-solving capabilities with a high degree of integrity, ethics, and dedication to the mission of MiracleFeet
- Knowledge of online donation processing systems preferred (such as Network For Good, PayPal)

### **Salary/Benefits**

- Salary commensurate with experience
- Health insurance provided
- Three weeks of vacation per year
- Optional dental and vision insurance and 401k plan available
- Life insurance and disability insurance provided

### **To Apply**

Please submit your detailed cover letter and resume to [jobs@miraclefeet.org](mailto:jobs@miraclefeet.org). Only those whose applications are being considered will be contacted. No phone calls please.

Applications will be accepted until February 13, 2019.

MiracleFeet is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.

For additional information, refer to our website: [www.miraclefeet.org](http://www.miraclefeet.org).