PASO DEL NORTE COMMUNITY FOUNDATION

Job Description

Position Title: Donor Relations Manager

FLSA Status: Exempt

Reports to: Vice President of Development

Position Summary: Under the direction of the Vice President of Development (VPD), the Donor Relations Manager (DRM) leads donor engagement and stewardship activities that support individual, family, corporate, and foundation philanthropy. The DRM leads fundraising for Operation Noel and Partners in Philanthropy and supports Giving Circles and cultivation events. The position manages development-related communications and assists the Vice President with donor-advised fund relationships.

General Duties and Responsibilities

Manage donor stewardship and engagement

- Support the establishment and growth of donor-advised funds and designated funds. Assist with communications, meetings, and follow-up.
- Manage an assigned portfolio of existing and prospective donors, with individualized cultivation, solicitation, and stewardship plans.
- Develop and lead the donor engagement strategy for cultivation events, including intended audiences, relationship objectives, invitation priorities, program content, donor outreach, and follow-up.
- Cultivate financial advisor relationships and support the financial advisors council.

Manage Giving Circles and Partners in Philanthropy

- Assist the VPD in developing and leading Giving Circles including purpose, membership approach, engagement plans, fundraising goals, and ongoing member relationships. Recruit and cultivate prospective members; support member leaders and volunteers; facilitate meetings and maintain timely communication and follow-up.
- Lead cultivation, solicitation, renewal, and stewardship of Partners in Philanthropy to meet established fundraising goals and support Foundation nonprofit investment programming. Recommend partnership levels, benefits, solicitation approaches, and annual revenue goals. Develop partnership packets and outreach materials and manage tracking, impact reporting, and follow-up.

Lead Operation Noel fundraising and stewardship

- Develop and implement the annual Operation Noel fundraising plan with the Vice President, including sponsorships, individual giving, summer appeal, El Paso Giving Day, Operation Noel telethon, and other approved campaigns. Cultivate and solicit donors and sponsors, engage fundraising volunteers, coordinate asks, and provide timely acknowledgment, recognition, impact updates, and renewal outreach.
- Monitor fundraising performance and assigned expenses; coordinate with the Program & Events Manager on event budgets and revenue projections.

Support communications strategy and content

- Manage the Foundation's development-related communications priorities with the VPD and Communications Coordinator, establishing audiences, key messages, calls to action, and timing.

- Identify and develop content and story opportunities for El Paso Inc., newsletters, donor outreach, social media, annual report, and other Foundation communications, including donor profiles, fund milestones, community impact, and giving opportunities; coordinate donor participation and permissions.

Coordinate donor engagement with Foundation events

- Align donor cultivation, sponsorship, recognition, and stewardship with the Nonprofit Conference, El Paso Giving Day, Operation Noel events, donor gatherings, scholarship, and other Foundation events.
- Coordinate donor and sponsor outreach and assigned fundraising asks with the Vice President and Program & Events Manager, including matching funds and prize funding for El Paso Giving Day.
- Participate in event preparation and on-site support as needed.

Support departmental operations and responsible donor practices

- Represent the Foundation at community meetings and events and maintain effective relationships with donors, volunteers, partners, and colleagues.
- Protect confidential donor information, follow Foundation gift acceptance and recognition procedures, and coordinate compliance questions with the Vice President and Accounting.
- Assist with the development and implementation of the annual donor relations and stewardship plan under the Vice President's direction. Establish portfolio, retention, renewal, cultivation, and fundraising goals and assess results.
- Provide information and documentation related to assigned fundraising, sponsorship, and donor engagement activities for the annual audit, Form 990, and other required reporting.
- Coordinate donor-advised fund, designated fund, Giving Circles, El Paso Giving Day, scholarship and grant management matters with the Program & Events Manager, Grants Manager and Communications Coordinator, and routine fund administration, onboarding, system maintenance, and fundholder reporting with the Database & Systems Coordinator and Development Associate.

Qualifications

Education and Experience

Bachelor's degree required. Master's degree preferred. A minimum of five (5) years of experience in nonprofit fundraising, donor relations, development, or related community engagement, including demonstrated donor portfolio management, fundraising planning, and budget oversight.

Knowledge Skills and Abilities

- Demonstrated ability to cultivate, solicit, and steward donors and sponsors and manage a portfolio with individualized relationship plans and measurable goals.
- Ability to set priorities, manage budgets, and coordinate work across departments.
- Experience developing donor engagement opportunities, Giving Circles, sponsorships, or comparable relationship-based fundraising initiatives.
- Excellent interpersonal, written and oral communication, presentation, and relationship management skills; ability to work effectively with donors, financial advisors, volunteers, staff, board members, and community partners.
- Ability to identify compelling stories, develop messages and draft content, and guide communications from concept through completion in collaboration with communications professionals.
- Ability to use donor management information, preferably Raiser's Edge, and fundraising reports to guide outreach, monitor progress, and support accurate documentation.
- Working knowledge of community foundation fund types, donor confidentiality, responsible fundraising practices, and nonprofit operations; ability to coordinate legal, tax, and compliance questions with appropriate Foundation staff.
- Strong organizational, analytical, and time management skills; ability to manage competing priorities, meet deadlines, and deliver high-quality work.

- Proficiency in Spanish preferred but not required.

Physical Requirements and Work Conditions

- Evening and weekend work required.
- Occasional out-of-town travel required.
- Work conducted in an office environment and in the community.
- Repetitive motion in the operation of a computer.
- Frequent sitting required; occasional standing, bending, and stooping.

Other Responsibilities:

Performs other related duties for the Foundation as needed.

The description is intended to provide a general understanding of the requirements for the position and shall not be construed as declaring the absolute particulars of the position. Management reserves the right to assign, direct and control the work of employees as necessary.

The essential functions and responsibilities of this job can be performed and completed working at the Foundation office and remotely, after successful onboarding and approval from the VPD. While working remotely, employees must adhere to the Foundation's Policies and Procedure.

The Foundation does not discriminate on the basis of race, color, national origin, sex, age, or disability.