Job Description
Donor Engagement Specialist

Job Summary
The donor engagement specialist supports the Chief Development Officer and the fundraising team in engaging staff, alumni, and parents, increasing first-time donors, and retaining current donors statewide.

Responsibilities:

General:
- Contributes to Pathways’ mission, vision, and program philosophies by way of work product and professional behavior with both internal and external consumers
- Adheres to all current federal & state laws, as well as Pathways’ Policies and Procedures, including the safeguarding of confidential protected health information and compliance with the Health Insurance Portability & Accountability Act (HIPAA)
- Demonstrates an awareness, appreciation and respect for diverse cultures and individual differences of clients and fellow employees; identifies culturally relevant issues and implements communications in a manner appropriate to them.
- Reports immediately any suspected incidents of child abuse or neglect to his/her immediate supervisor and the Child Abuse Hotline and document the incident within 24 hours (1-800-252-5400)
- Participates actively in agency quality assurance activities including performance and outcomes review, case record review, stakeholder satisfaction review, incident review, and improvement planning.
- Establishes relationships and communicates with children, managing conservators, foster/adopt families, and other community stakeholders
- Ensures all electronic records are maintained and current
- Attends department/agency meetings
- Attends trainings related to the responsibilities of the position
- Completes other duties as assigned

Essential Duties:

- Plan, develop and implement a strategic plan to engage alumni, parents, friends, faculty, staff, and the community in fundraising opportunities.
- Develops, coordinates, and facilitates direct mail and electronic solicitation and other statewide campaigns and appeals. Examples include direct mail, online solicitation, year-end giving, etc.
- Create and execute donor acquisition plans for donors up to $999.
- Responsible for creating a monthly donor program and securing 100 monthly donors in the first year.
- Retain a minimum of 75% of first time donors
- Build and execute a moves management plan to upgrade donors giving up to $999 to mid-level donors giving $1000 to $4999 annually.
- Collaborate with Communications department to transition social media followers to donors.
- Invite potential donor prospects and volunteers to a behind the scenes tour of programs, special events, and visits with local staff.
- Engage donors a minimum of four (non-solicitation) touch points such as emails, notes, phone calls etc.
  - yearly.
Supervisor: Chief Development Officer
Supervises: N/A
Work Environment: Primarily community-based with a portion of office based setting position
Work Hours: Flexible
Classification: Exempt

Education & Experience
- Bachelor’s degree in Non-Profits, Public Relations, Communications, or relevant field.
- Minimum of three years of communications, public relations, or development. Experience working in a non-profit or social services area preferred.

Knowledge, Skills, & Abilities
- Demonstrated organizational skills to prioritize and manage multiple projects and complete tasks with a high degree of accuracy and timeliness.
- Strong interpersonal communication skills to establish and maintain cooperative working relationships and interact diplomatically and effectively with donors, volunteers, staff, and the executive team.
- Proven experience in development, communications, and marketing.
- Experience in web design and content production is a plus.
- Experience and knowledge in copywriting, proofreading, and editing.
- Excellent communication, interpersonal, and presentation skills.
- Excellent communication (oral and written) skills.
- Outstanding organizational, time management, and planning abilities.
- Proficient command of the English language.

Additional Requirements
- Proof of valid Texas Driver's License (Type C)
- Access to reliable transportation
- Proof of valid/current auto insurance
- Copy of official state driving record
- Three (3) employment references
- Cleared criminal background check and signed statement regarding felony indictments/convictions
- Cleared TB test results (current within 12 months prior to employment)
- Cleared pre-employment drug test
- Working cellular telephone

Physical and Mental Demands
With or without reasonable accommodation, the physical and mental requirements of this job may include the following: frequent seeing, hearing, speaking, and writing clearly. Use of a computer for long hours. Frequent sitting, manual dexterity. Occasional lifting and moving of up to 25 pounds, reaching with hands and arms, stooping and kneeling. Ability to analyze and interpret data and write meaningful, concise reports. Ability to meet deadlines. Ability to efficiently problem solve, professionally interact with a variety of people and remain calm in stressful situations.
DISCLOSURE STATEMENT

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements inherent in the position.

Pathways does not discriminate on the basis of race, color, age, national origin, religion, creed, disability, marital status, gender, gender identity and/or expression, sexual orientation, genetic information, status regarding public assistance, military status or any other characteristic protected by federal, state or local law in any of its activities or operations. Pathways is committed to a diverse and inclusive working environment and to providing an environment free of abuse, neglect, harassment or exploitation for employees and for children, youth and families we serve.
Effective: 09/03/2021