

Individual Giving Officer

Community Shelter Board is a nationally recognized, award-winning non-profit organization working to end homelessness in Columbus and Franklin County. We are seeking a professional, self-motivated individual with a proven track record of stewarding long-term relationships and securing financial resources to serve as an Individual Giving Officer. S/he will implement effective strategies and systems for raising dollars from individual donors to meet a specific personal revenue goal. S/he will have the opportunity to work in a fun, supportive fast-paced environment in this full-time position. Multi-tasking, prioritizing and excellent written and verbal communication skills are key. A successful candidate must be engaging, ambitious, and driven to exceed goals. You must like to raise money.

CSB offers a competitive salary, an excellent benefit program including health, dental, and vision insurance coverage, life insurance, 401(k) plan and employer retirement plan, flexible spending accounts, and generous paid time off. We also offer an attractive, comfortable work setting and free downtown parking. Learn more about CSB at www.csb.org. Interested applicants should submit résumé and cover letter to hiring@csb.org by June 7, 2017. EEO. Diverse applicants are encouraged to apply.

Title of Position: Individual Giving Officer

Pay Range: \$50,000 - \$60,000

Status: Non-exempt, full-time

Benefits: Health, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Development Director

Unit: Development & Communications

BASIC FUNCTION

Serves as a key member of the development team to identify, cultivate and solicits gifts from new, existing and lapsed individual donors. This position works closely with the Development Director, other staff, and volunteers to create and fulfill the donor experience, from acquisition of new donors to stewardship. The position represents a growth opportunity for a fundraising professional to work within a team environment toward collective goals while ensuring that individual giving increases as the result of a well-organized and thoughtfully designed program.

ESSENTIAL FUNCTIONS

1. Plan, implement and evaluate individual giving program to engage new donors.
 - a. Predispose and follow up with prospects to secure donors through a variety of avenues including: face to face visits, direct mail, community groups and civic associations, community events and others.
 - b. Develop and implement program to welcome, thank, and deepen relationship with new donors.
 - c. Analyze trends and patterns to increase donor gift size and frequency of gifts.
 - d. Monitor progress towards personal fundraising goals.
2. Support donor relationships and grow donor support program.
 - a. Increase retention and giving level/frequency of individual donors by implementing solicitation plan.
 - b. Lead on identifying prospects in donor database.

- c. Build and implement relationship plan to motivate donors to become monthly and major gift donors.
 - d. Work in partnership with Relationship Officer to identify prospects for giving circles, Women Leaders and Leadership Society.
3. Assure accurate reporting and records management.
 - a. Research and propose analytic and targeting tools to further engage current donors and secure new donors.
 - b. Identify and analyze trends and patterns with donor prospects and giving, then adjust solicitation strategies as needed.
4. Recruit EveryMan members, as part of the monthly giving program.
 - a. Develop an engagement plan for prospects, for both new donors and individuals in database.
 - b. Secure 150 new members through face-to-face visits, phone calls, emails, letters and events.
 - c. Maintain an 80% renewal rate by effectively managing relationships.
 - d. Work in partnership with the Development Coordinator, who manages Housing Hero monthly giving program, to align communications and follow up strategies.
5. Lead the workplace campaign program to build a successful model to engage associate groups to raise funds for CSB programs.
 - a. Develop and launch a program with 40 companies or associate groups.
 - b. Identify materials and resources needed to effectively run program.
6. Lead on motivating volunteers to donate to CSB programs.
 - a. Develop materials and implement follow up processes.
 - b. Identify trends with volunteers becoming donors, target appropriately, and manage relationships.
7. Track and record progress towards fundraising goals and metrics.
8. Manage self and position responsibilities in a manner which is congruent with CSB values, mission, policies and procedures.
 - a. Maintain confidentiality and discretion.
 - b. Maintain good, professional relationships with CSB staff and others.
 - c. Adhere to high standards of personal and professional conduct.
9. Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.
10. Other duties as assigned.

KEY LEADERSHIP COMPETENCIES

1. Flexible and comfortable in a fast-paced environment with excellent follow-through.
2. Values-driven individual with track record of achievement and proven ability to innovate and manage towards ambitious goals.
3. Is adept at gaining the trust and respect of both internal and external customers; dedicated to meeting customer expectations and requirements.
4. Communicates a compelling and inspired vision or sense of core purpose, is optimistic, makes the vision shareable by everyone, and positive attitude for engaging others to achieve impact.
5. Widely trusted and seen as a direct, truthful individual.
6. Is able to marshal resources, information and activities in an effective and efficient manner to accomplish a goal.
7. Can make decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure.

8. Effective planner to accurately scope out length and difficulty of projects; develop schedules and assignments.
9. Understands group dynamics, roles and needs of groups and their members.
10. Can handle stress and changing situations with composure.
11. Written communications convey messages and information in a clear and concise manner.
12. Can compose correspondence dealing with issues and subject matter in ways that require considerable sensitivity, discretion, and/or judgment.
13. Able to inform supervisor and others effectively, thoroughly and in a timely manner.

SKILLS, KNOWLEDGE & ABILITIES

1. Skilled in Microsoft Windows, Outlook, Office, Excel, and Internet.
2. Excellent communication skills, both oral and written.
3. Excellent organization skills.
4. Exceptional time management skills and ability to complete projects on time and within budget.
5. Ability to work independently, manage multiple projects, and complete projects per established timelines.
6. Demonstrated ability to accurately attend to detail.
7. Ability to work some evenings and weekends.

PHYSICAL OR MENTAL DEMANDS

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities.
2. Ability to multi-task and maintain/oversee multiple projects simultaneously.
3. Strong analytical and reasoning abilities.
4. Well organized.
5. Well-developed interpersonal skills; ability to get along with diverse personalities; tactful, mature, flexible.
6. Ability to establish credibility and be decisive but able to recognize and support the agency's needs and priorities.
7. Quick learner – able to grasp and oversee all departmental functions and comfortable in a fast-paced environment.

MINIMUM QUALIFICATIONS

1. Congruence with agency mission and values.
2. Bachelors' degree or comparable experience.
3. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.
4. Experience in fundraising, development operations, or sales preferred.
5. Working knowledge of Raiser's Edge preferred.