

DONOR RELATIONS ASSOCIATE

Department: Development

FLSA Status: Non-Exempt

Reports to: Senior Director of Donor Relations

Position(s) Supervised: N/A

Location: Missoula, MT

WHO WE ARE

The Crisis: The truth is there are not enough equipped families to care for Montana's most vulnerable children who enter the foster care system due to abuse and neglect.

The Solution: Whether a child's need is a few days, a few months, or forever **our vision is a family for every child**. We raise up bold and passionate Christians to do the hard work of caring for these children in our communities. **Our mission is to find and equip families for children who have suffered abuse and neglect.**

Organizational Values:

Hopeful in Vision. *(2 Corinthians 4:18)*

We fix our eyes on what is unseen, both the children and the future God has for them. We live by His promises, believing in a day when families wait for children, not the other way around. Compelled by what can be, we pursue innovative, Spirit-led ways to advance the mission.

Fearless in Action. *(Joshua 1:9)*

We step into hard and uncertain places with boldness, not because of our strength, but because of the Spirit within us. Our courage is forged in surrender and refined through obedience. We move beyond comfort and control, trusting God to work through us.

Relentless in Pursuit. *(1 Corinthians 15:58)*

We are unyielding and urgent in our efforts. Compelled by love and the weight of the mission, we press forward with unwavering resolve, trusting that every step matters. We will not stop until every child is seen, known, and welcomed into a loving family.

Joyful in Spirit. *(Isaiah 55:12)*

As ambassadors of Christ, we go out in joy, knowing our path is marked by light. The work is not easy, but He is with us. Our joy is a deliberate act of obedience, rooted in who Christ is and what He has done. Defined by the One who dwells within us, our presence is nimble and free.

THE ROLE

The Donor Relations Associate is a key steward of the donor experience. This role is responsible for managing the day-to-day administrative activities of the development department and ensures clear, accurate, and useable donor data. This role supports the primary focus of creating a sustainable fundraising infrastructure that offers meaningful opportunities for donors to engage and supports overall organizational growth.

THE DAY TO DAY

Your essential duties and responsibilities:

- Self-execute timely donor communications, with warmth and professionalism, including but not limited to, thank you notes, packets, donor calls, and other acknowledgements.
- Assist donors with needs and questions as they arise.
- Ensure donor data integrity by performing routine data audits, accurate gift entries, and precise pledge commitments.
- Manage all donor data with regular, informational updates to profiles.
- Consistently analyze all donor data, including but not limited to, identifying engagement patterns, giving trends, and donors who may need follow-up.
- Perform regular prospect research, creating and updating donor profiles as needed.
- Manage mailing lists and all internal preparation and review of projects related to appeals, newsletters and stewardship communications.
- Execute clean processes for event lists, RSVPs, and follow-up.
- Coordinate calendar reminders for direct mail campaigns, including but not limited to, data pulls, press proofs, drop deadlines, and postproduction feedback.
- Produce direct mail campaign data files and communicate with the print-house regarding delivery and schedule.
- Track direct mail campaign responses.
- Support the development team with donor projects and communications.
- Timely provide and complete requests from team members.
- Regularly participate in team prayer and spiritual formation classes.
- Inspire a working environment that passionately lives out the mission, vision, and values of Child Bridge.

Work Environment

- The normal work environment is an office environment with occasional meetings offsite in conference areas, coffee shops, and/or other public spaces.
- Noise level in the work environment is moderate.
- The general work schedule is Monday-Friday, 8am-5pm but can vary based on the needs of the organization and will have some weekend and evening work.
- Travel to event locations, team gathering locations, and other Regional Offices on an as needed basis.

To perform this job successfully, an individual must demonstrate the capacity or potential to perform each essential duty with excellence. The above statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job.

TO BE SUCCESSFUL

Your knowledge, skills, and abilities:

- **High attention to details:** You can detect minutia detail while also seeing the detail within the greater context.
- **Highly efficient in time and project management:** You are self-disciplined and forward-thinking, able to consistently provide high quality deliverables in a timely manner. You can manage multiple projects, prioritize, and follow through.
- **Analytical Thinking:** You can evaluate data and offer creative solutions based on the analysis.
- **Adaptability:** You can work in a fast-paced, dynamic environment and can quickly adapt your workflow to meet the needs of the mission and department.
- **Collaboration:** You enjoy fostering teamwork and partnerships.
- **Confidentiality:** You can hold very sensitive information with extreme confidence.
- **Active learner:** You are willing to collaborate with others and embrace new ideas. You enjoy growing in knowledge and skill along the journey.
- **Receptive to interactive feedback:** You value constructive feedback and seek opportunities to improve your work. You know how to give and receive feedback with humility and clarity.
- **Sound perception in conversations, observation, judgment, and decision making:** You know how to listen to both the said and unsaid, you know how to ask questions to gather more information, and you know how to take the next right step.
- **Warm and relational verbal, written, and interpersonal communication skills:** You can connect with a variety of people in a range of settings such as small gatherings, large groups, individual meetings, virtual meetings, over the phone, etc.
- **Proficient in Microsoft office suite:** We use it all; Outlook, Word, Excel, PowerPoint, Teams, OneDrive, SharePoint.
- **Proficient with a variety of technology:** We use Customer Relationship Management systems, video conferencing, cloud-based applications, Apple products, project management tools, etc. Our team is spread across the state, so we are always online.

Your education, certification, experience and/or other requirements:

- Bachelor's degree and a minimum of 3 years of working experience in administration. Equivalent education and experience will be considered.
- A minimum of 3 years of working experience in Microsoft Office Suite.
- Prior fundraising experience is highly preferred.

- Prior experience working in a Customer Relations Management system is highly preferred.
- Must have a valid driver's license, active and up to date liability coverage, and a dependable vehicle.

Physical Demands

- 1/3 of the time be able to: climb or balance; stoop, kneel, crouch or crawl; lift up to 50 pounds; push or pull up to 25 pounds.
- 3/4 of the time be able to: stand; sit; walk; use close vision (20 inches or less) for computer work; reach with hands and arms.
- 3/4 of the time be able to: use hands; talk and hear.

The above is representative of the faith, values, knowledge, skills, abilities, education, experience, physical demands and other requirements an employee needs while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATION PROCESS

To apply for the Donor Relations Associate position, email a cover letter, resume, and three professional references to careers@childbridgemontana.org. In your cover letter, please detail your interest in our mission and how you see yourself making an impact in this role.

Subject to the Constitution of the United States and all applicable state and federal laws, Child Bridge does not discriminate in its employment practices or in the administration and dissemination of its programs and services. We are dedicated to having an inclusive environment. We provide reasonable accommodations for applicants with disabilities to ensure equal access to the hiring process. If you need assistance, please contact Human Resources via careers@childbridgemontana.org.