

Director of Donor Relations

Department: Development

FLSA Status: Exempt

Reports to: Senior Director of Donor Relations

Position(s) Supervised: Donor Relations Associate

Location: Montana

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 Director of Donor Relations is responsible for building the fundraising infrastructure to scale efforts for long-term organizational growth. This role will oversee Customer Relationship Management (CRM) strategy, reporting and analytics, and operational workflows. This role supports the primary focus of creating meaningful opportunities for donors to engage with the ministry.

THE DAY TO DAY

Your essential duties and responsibilities:

Systems & Process Improvement

- Successfully manage a donor portfolio curated based on experience.
- Serve as the strategic partner to the database administrator for all system developments, improvements and reporting requirements.
- Design and document standard operating procedures for gift processing, donor stewardship, and moves management.
- Seek to continuously improve operational processes.

Data Analytics & Management

- Analyze trends to inform strategic fundraising decisions.
- Prepare monthly and quarterly reports for leadership and board.
- Ensure accurate and consistent updating of donor data.
- Oversee the design and development of dashboards used in the donor relations department.
- Ensure accurate gift processing and reconciliation in partnership with Finance.
- Ensure timely and accurate acknowledgements.

Direct Mail Execution

- Oversee execution of direct mail campaigns (including large-scale donor acquisition efforts).
- Manage external vendor relationships (data modeling, printing, mailing).
- Refine strategy based on performance data.

Leadership & Collaboration

- Represent Child Bridge externally to partners, funders, and networks regarding strategic initiatives and organizational planning.
- Partner with the Senior Director of Donor Relations to establish goals and key performance indicators.
- Supervise Donor Relations Associate.
- Ensure operational platforms and technologies are integrated effectively and used to execute fundraising strategies and operational plans.
- Promote a culture of operational excellence and stewardship.

- Ensure seamless coordination between Development, Marketing, Finance, and Executive Leadership.
- 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:

- **Process design:** You can design process plans, providing direction to internal stakeholders for cross-departmental creation and deployment.
- **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.
- **High attention to detail:** You can detect minutia detail while also seeing the detail within the greater context.
- **Analytical thinking:** You can evaluate data and offer creative solutions based on the analysis.
- **Strong team builder:** You can empower and coach individuals to achieve their highest potential, establishing and communicating clear expectations.
- **Excellent communicator:** You can articulate the vision and mission of the ministry with external partners, including individual donors, businesses, churches, and foundations.
- **Goal oriented:** You have a high regard for accountability to the mission, impact outcomes, and performance measures.
- **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 5 years of fundraising experience. Equivalent education and experience will be considered.
- Prior experience supporting revenue growth to hit higher targeted benchmarks preferred.
- Prior Customer Relationship Management experience (Salesforce) is highly preferred.
- Proven donor acquisition experience is highly preferred.
- Prior experience in managing vendor relationships.
- Demonstrated experience in effectively supervising others, empowering them to their highest potential.
- 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 Director of Donor Relations 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.