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| Position Title | Development Manager | Job Category | Non-Exempt |
| Division | External Relations | Manager | Director of Development & Communications |
| Location | Headquarters | Travel Required | Limited, local Travel |
| Salary Level | Program Manager III | Position Type | Full-Time |
| Position Summary | | | |
| The Development Manager will facilitate all donor communications, coordinate annual fundraising events, and support all donor management/engagement functions, membership, and cultivation activities. The Development Manager will also support the Director of Development & Communications with implementation of The Arc’s overall fundraising strategy, including administrative development support to the Capital Campaign. The Development Manager will interact with both internal and external stakeholders to further the mission of The Arc. | | | |
| **Position Responsibilities** | | | |
| **Essential Functions**   * Development Communications   + Lead all project management for donor related communications and mailings including appeals, donor engagement reports, and individual campaigns.   + Write and/or facilitate all development content including thank you letters, appeals, annual report, etc.   + Support the Director of Engagement to identify, source, and write stories with accompanying photo and video that captures and shows donor impact.   + Coordinate with the Communications Assistant to ensure The Arc’s development website content is up to date.   + Coordinate with the Communications Assistant to support development related social media (Giving Tuesday, digital campaigns, etc.)   + Work with external graphic design consultant to create branded development communications. * Donor Management   + Manage donor database and ensure accuracy and integrity of data by ensuring all information is current.   + Coordinate all gift entry and recognition in timely manner, following department protocol.   + Assist Director of Development & Communications by running reports and queries, pulling lists, updating and creating fields, compiling reports, maintaining accurate accounts, and preparing summary report information.   + Work with Director of Development & Communications and Finance team to coordinate grant gift entry, invoicing, and tracking; Work with Finance team to reconcile donations. * Membership   + Support the Director of Development & Communications in coordinating the development of a membership recruitment and engagement strategy, including cultivating, and attending outreach activities.   + Actively promote membership enrollment.   + Manage membership, including payment processing, receipting, expiration dates, and sending membership renewal letters.   + Work with the Communications Assistant to support membership marketing and social media efforts. * Event Management   + Manage The Arc’s annual signature events: Tee It Up for The Arc, Celebration Impact, and the Snowflake Ball.   + Coordinate all event logistics and make recommendations for improvement.   + Monitor and track all sponsorships and event ticket sales. Support the Director of Development & Communications in sponsorship solicitation and identification.   + With volunteer event committee(s), plan and implement Arc events.   + Act as the event coordinator for all assigned events.   + Attend all fundraising events, and other Arc events as directed. * Development Operations   + Support activities to maintain annual state solicitation registrations.   + Manage the Maryland Charity Campaign, Combined Federal Campaign, United Way annual applications, and others as assigned; Attend events related to these giving programs.   + Provide administrative development support to the Capital Campagin.   + Act as the administrative liaison for the board Development Committee and external capital campaign groups.   + Manage the application process for the Family Fund and Holiday Giving.   + Maintain the Development storage area in a clean, organized, and tidy manner.   **Other Functions**   * Support the Director of Development & Communications with grant writing and reporting. * Assist in ordering External Relations supplies such as giveaways, marketing materials, etc. * Keep up to date on current development trends in the disability and nonprofit fields through professional development and community/civic involvement. * Perform other duties as assigned. | | | |
| **Education & Experience Requirements** | | | |
| * HS diploma required; bachelor’s degree strongly preferred * Minimum of three years of experience in fundraising or event management * Knowledge in membership and donor engagement is a plus * Excellent oral and written communications; Strong attention to detail and interpersonal skills required * High energy, team player, and passion for The Arc’s mission * Ability to work across departments and with external partners * Demonstrated ability to manage priorities concurrently within specific deadlines * Strong computer skills including proficiency in using Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Publisher), social media (Facebook, LinkedIn, Twitter); knowledge of   Every Action software or similar CRM database preferred   * Ability to work independently, be flexible and productive in a fast-paced environment | | | |
| **Physical & Mental Requirements** | | | |
| *The physical and mental demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions.*  **Physical Demands**  While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus. Ability to drive is a requirement of the position.  **Mental Demands**  While performing the duties of this job, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and complex problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with the community stakeholders including elected and appointed officials, staff, people served, the public and others encountered in the course of work. | | | |
| **Work Environment** | | | |
| This position operates in a professional office environment and out in the community. This role routinely uses standard office equipment. | | | |
| **Work Schedule** | | | |
| This position is full-time with limited or no overtime. Typical work schedule can vary based on the needs of the department, with some night and weekend hours based on the department/organization’s needs. This position is eligible limited. | | | |

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| Reviewed By: | Catie Comer | Date: | August 6, 2021 |
| Approved By: |  | Date: |  |
| Last Updated By: | Jonathon Rondeau | Date/Time: | June 17, 2021 |

**Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.**

Employee Name (please print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. The Arc Central Chesapeake Region is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, age, disability, sexual orientation, religious and or political beliefs. We recruit, employ, retain, compensate, train, promote, discipline, terminate and treat all employees and job applicants based solely on qualification, performance, and competence.*