



Open Arms of Minnesota Job Description: Donor Experience and Individual Giving Manager

Organizational Summary:

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our state-of-the-art kitchen, OAM staff members and more than 6,600 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own Open Farms gardens. Volunteers deliver the meals throughout the Twin Cities metro area to approximately 3,000 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit www.openarmsmn.org

Open Date: May 10th, 2022

Closing Date: Until filled

Position Overview: This full-time, salaried position contributes to the fulfillment of Open Arms' mission by providing meaningful experiences for our donors, serving as a key relationship builder of the organization, and identifying, cultivating, soliciting, and stewarding individual donors by building authentic relationships with them. The Donor Experience and Individual Giving Manager will be responsible for the implementation of an annual individual giving strategy including annual gifts, recurring gifts, and direct mail appeals, and will have annual individual giving revenue goals to meet. In addition to this, this position supervises the Development Database Coordinator.

"Donor Experience" is the intentional provision of meaningful experiences for our donors, beyond the routine checklist of well-written and timely acknowledgment and major events. The Donor Experience & Individual Giving Manager will work with the Development Department and the CEO to develop meaningful recognition and stewardship plans for all donors.

As with all staff positions at Open Arms, this position is responsible for helping to ensure an exemplary experience for our donors, volunteers, and interns by maintaining a high level of customer service to clients, volunteers, donors, and Open Arms staff.

Primary Job Responsibilities:

- Help develop and execute fundraising strategies to cultivate, solicit, and steward individual and sustaining donors, primarily working with donors who give up to \$2500 annually.
- Develop relationships with these donors and facilitate opportunities for donors to stay engaged with Open Arms through high-touch, personalized communications, in-person visits, telephone calls, letters, emails, and select events.
- Collaborate with colleagues throughout the organization to identify, recommend and execute new initiatives and outreach to donors
- Support the ongoing development of staff portfolios, participate in donor qualification process, and manage a personal portfolio of donors and prospects
- Create an annual campaign calendar, including timeline, revenue budgets, and communication plans
- Oversee the recurring gift program, Bread & Butter Club, stewarding sustaining donors and soliciting new sustaining and increased monthly gifts
- Manage Development Database Coordinator to ensure accurate records in donor database including donor history, cultivation efforts, and timely gift acknowledgements, as well as excellent internal and external customer service
- Analyze and report on outcomes of development efforts for effectiveness and planning purposes
- Work alongside the Institutional Relations Manager to create and implement an annual strategy to increase workplace giving
- Collaborate with the Communications Team on direction and language for compelling, donor-centric individual-giving appeals and communication tools
- Serve as a critical member of the Development Team, supporting strategies to ensure the Development Team works together effectively to meet overall goals
- Collaborate with the Development Team to ensure the success of all fundraising events
- Welcome, greet, and tour guests and visitors to the building when needed
- Collaborate with colleagues across the organization including Volunteer Engagement, Client Services, and Kitchen staff members
- Other related duties as assigned

Staffing

Expectations for all Managers/Supervisors: Managers and Supervisors are role models for all staff members and volunteers and are responsible for conforming to a high standard for work performance, ethics, integrity, collaboration, positive respective communication and problem-solving. Open Arms is a dynamic, high changing environment which demands that Managers and Supervisors not only effectively

manage their own department, but also work collaboratively with other departments and employees to constantly improve systems and operations.

- Manage, supervise, and direct the work of the Development Database Coordinator.
- With HR Department as a resource, lead the functions of staff management including recruiting, training, and coaching for improved performance.
- Foster a team-centered work environment.
- Provide effective training and ongoing performance coaching to ensure staff members are meeting the expectation of their position and are recognized for their achievements.
- With the support of HR, provide disciplinary action when necessary and work within Open Arms' guidelines on when to seek assistance of HR or senior management on employee or volunteer relations issues.

Requirements:

- 1-3 years of work experience at a nonprofit or similar organization.
- 1-3 years of experience with database management.
- 2+ years of staff supervision experience.
- Strong understanding of donor cultivation process and sensitivity to donors.
- Strong organizational skills and the demonstrated ability to work successfully both independently and collaboratively as part of a team, in a fast-paced setting.
- Extremely detail-oriented, with the ability to handle multiple projects at the same time.
- Past customer service experience, including phone and in-person experience, with a professional demeanor.
- Ability to provide friendly collaborative service to internal and external constituencies.
- Excellent oral and written communication skills.
- Ability to represent agency to the public and handle sensitive information.
- Advanced ability in MS Office.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work occasional evenings and weekends.
- Flexibility to work in two different worksites.
- Valid drivers' license and reliable transportation.
- Sensitivity and commitment to diversity and able to work respectfully with a wide array of co-workers and members of the community
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Ability to communicate in English verbally and in writing.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine).

- Able to sit for long periods of time and/or work on feet for long periods of time.
- Able to lift up to 50 pounds.
- Able to stand, sit, walk, bend, stoop, and twist. Requires full range of motion, manual dexterity, and eye-hand coordination

Reports To: Senior Director of External Affairs

Pay Rate Range: starting at \$63,000 annually

Hours: Full-time, 40 hours per week.

Location: Minneapolis, MN 55408

To Apply:

Please send resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404
- NO CALLS PLEASE

Benefits:

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, paid Holidays and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan is also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage diverse candidates to apply for this position.

Equal Opportunity Employer