



## **Open Arms of Minnesota Job Description: Development Director, Individual & Major Gifts**

### **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](http://www.openarmsmn.org)

**Open Date:** September 14<sup>th</sup>, 2022

**Closing Date:** Until filled

**Position Overview:** This full-time and salaried position contributes to the fulfillment of Open Arms' mission by managing the day-to-day working of the Development Department's successful cultivation of individual and major gifts. The Development Director of Individual and Major Gifts will nurture relationships and ensure a transformational experience for the Open Arms community, resulting in the resources to provide services to clients. As a newly created role within the organization, the Development Director of Individual and Major Gifts will collaborate with the Development Director of Institutional Giving to ensure all philanthropy goals are met and is tasked with managing and growing sustainable revenue generation with a focus on individual donors and annual fund, including all campaigns, donor cultivation and stewardship, and donor relations, as well as all internal processes and outcomes of the Development Team. Includes oversight of 1 Development Department staff member. As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms and is expected to consistently maintain a high level of customer service to all guests, clients and fellow team members.

### **Primary Job Responsibilities:**

#### Oversight:

- Oversee all day-to-day activities of individual giving and annual fund initiatives, ensuring that the goals and deadlines are met.
- Serve as a point person for the Development Department, representing the agency internally as well as externally.
- Ensure that relationships with donors and other community members are nourished and grown, developing new and meaningful relationships.
- Collaborate with the Development Director of Institutional Giving to create and oversee an annual fundraising plan/calendar that cultivates individual donors and major gifts as well as foundation and corporate donors, faith communities, civic groups, on-site and off-site events, and earned revenue/marketing.

- Work with the Communications Department to ensure that the annual organizational communication plan supports campaigns and events and is in alignment with activities related to individual philanthropy.
- Maximize utilization of resources, meet budget expectations (revenue and expenses), and work across the organization to create a culture of philanthropy with volunteers, employees, and the organization's leadership.
- Prepare and analyze regular progress reports and provide reports to leadership when asked.
- Support, and present as requested, on Board related activities.
- Work with the Events Manager to successfully facilitate stewardship events for individual and major donors.

#### Events

- Work with the Events Manager to create/implement strategies and plans to ensure revenue-positive events that meet goals and increase visibility while increasing the number of new and lapsed individual donors.
- Oversee execution of Turkey Drive, a month-long peer-to-peer fundraising campaign.
- Coordinate and support department staff members with special events, speaking opportunities, and community activities when requested to do so.

#### Individual Donors:

- Establish relationships with organizational top donors, and manage relationships with major donors, funders, and prospects.
- Lead the development and execution of fundraising strategies to cultivate, solicit, and steward individual, sustaining, and major donors.
- Create an annual campaign calendar, including a 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.
- Ensure execution of annual fund goals, current, and new donor campaigns, and meeting or exceeding budget goals for individual contributions.
- Create new and innovative ways to nurture relationships with supporters, including donor recognition and stewardship that is above and beyond.
- Lead the ongoing development of staff portfolios and donor qualification processes and manage a personal portfolio of donors and prospects.

#### Staffing

**Expectations for all Managers/Supervisors:** Managers and Supervisors are role models for all staff and volunteers and are responsible for conforming to a high standard for work performance, ethics, integrity, collaboration, positive respectful communication, and problem-solving. Open Arms is a dynamic, high-change environment that 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 and future staff supporting individual donor cultivation and support.
- Oversee and manage goals and expectations for direct reports.

- With HR Department as a resource, lead the functions of staff management including recruiting, training, and coaching for improved performance.
- Collaborate with the Development Director of Institutional Giving to foster a team-centered work environment.
- Provide effective training and ongoing performance coaching to ensure staff is 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 OAM guidelines on when to seek the assistance of HR or senior management on employee or volunteer relations issues.

Other:

- Represent the Development Department on the appropriate leadership team and with other Directors, ensuring collegial relationships between departments and staff members.
- Serve as a member of the Senior Leadership Team, participating in organizational and operational planning.
- Ensure that direct reports are reconciled regularly with the finance department.
- Lead by example as departments support the work of other departments when needed
- Help ensure Open Arms provides an outstanding experience for all volunteers by regularly seeking out meaningful and positive interactions with them and maintaining a positive, friendly, helpful attitude at all times.
- Support the mission, value, and brand of Open Arms of Minnesota.
- Other related duties as assigned.

**Requirements:**

- 5+ years of demonstrated success with increasing responsibility in a nonprofit development function.
- 2+ years of supervisory experience.
- Valid driver's license and reliable transportation.
- Strong leadership skills.
- Demonstrated success in cultivating financial contributions from individual donors, experience supporting major donors preferred.
- Experience working within a team.
- Demonstrated experience working with volunteers.
- Extremely detail-oriented, well-developed organizational skills, and ability to handle multiple projects at the same time.
- Strong organizational and project management skills and ability to manage up.
- Ability to work successfully both independently and collaboratively as part of a team.
- Confident communication, writing, public speaking, and human relations skills and a personal presence that garners respect from donors, volunteers, and the public at large.
- Excellent communication skills and outstanding human relations skills to ensure success working with a diverse base of donors, volunteers, staff, and clients.
- Excellent presentation skills, with demonstrated success at external and internal presentations.
- Strong written and public speaking abilities.
- Strong ability to multi-task and work in a high-pressure setting.
- Experience in planning and working within budgets.
- Ability to think strategically, creatively, and proactively.
- Ability to create and contribute to a positive team environment.
- Ability to work under pressure, deal with, and maintain a positive attitude in stressful situations and during busy periods.
- Ability to work occasional evenings and weekends.

- Sensitive to diversity and ability 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 verbally and in writing in English.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine).
- Able to set up tabletop displays and speak at events.
- 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.
- Able to operate computers, databases, and other software programs.

**Pay Rate Range:** \$72,000-\$82,000 annually

**Hours:** 40 hours per week

**To Apply:**

Please send a resume and cover letter to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 612-872-0866
- Phone: 612-465-9793
- Mail: 2500 Bloomington Ave, Minneapolis MN 55404

**Location:** Minneapolis and St. Paul

**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 an employer match program. An 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 all individuals with direct or transferable experience to apply for our open positions.

**Equal Opportunity Employer**

