



Manager, Donor Outreach Job Description

Job Title:	Manager, Donor Outreach
Level and Grade:	70
Job Type:	Full-time
Reporting Manager:	Senior Director, Philanthropic Engagement
Department:	External Relations and Engagement
Office:	Baltimore or Minnesota
Date:	4-1-2020

About Corus:

Corus International is the parent of a family of world-class organizations working to deliver the holistic, lasting solutions needed to end extreme poverty once and for all. We are a global leader in international development, with 150 years of combined experience across our brands. Our nonprofit and for-profit subsidiaries include IMA World Health and its fundraising brand Corus World Health, Lutheran World Relief, CGA Technologies, Ground Up Investing, and Farmers Market Brands. Our more than 800 employees around the globe are experts in their fields and dedicated to helping the world's most vulnerable people break the cycle of poverty and lead healthy lives.

At Corus we believe that good only grows stronger and we reflect that belief in our workplace culture. We value every employee's specialized area of expertise and nurture professional growth. We promote an engaging and supportive work environment, where employees feel enabled and driven to innovate, learn and collaborate. And because our subsidiaries often function as partners, our employees have the opportunity to work across our enterprise family.

Corus is committed to diversity, equity and inclusion in our worldwide workplace, and we believe that social justice and respect for the human dignity of every person are fundamental to all we do as an organization.

Further details about the organization can be found at: <https://corusinternational.org>

Job Brief:

Position Summary:

Reporting to the Director of Philanthropic Engagement, the Mid-Level Development Officer will be a key member of the External Relations and Engagement team. The focus of this position is to develop and manage a portfolio of leadership-level-giving donors by initiating, cultivating, soliciting and stewarding relationships with individuals, couples, and families who partner financially with Lutheran World Relief and other Corus International brands.

Key Result Areas: The success of this role is measured by the following KRAs:

1. Maintaining a portfolio of 400 – 600 donors with 1/3 (200) qualified for enhanced engagement.
2. Developing meaningful touchpoints that deepen a donor's engagement and results in a 10 – 20% increase in overall retention rate and a 10-20% increase in the average gift.

3. Identifying potential major gift prospects to move into major gift portfolios.

Roles and Responsibilities:

1. Cultivates donor relationships by updating, stewarding, and asking donors to deepen their financial partnership with Lutheran World Relief and other Corus International brands. Manages a portfolio of 400 – 600 donors.
2. Solicits and closes gifts from leadership level giving donors.
3. Executes strategies, through phone, email, and mail communication, to achieve primary goals including number of qualifications, portfolio growth and attaining revenue targets.
4. Provides upgrade opportunities to donors utilizing the monthly giving program.
5. Updates the database with call notes and new information about donors.
6. Researches, identifies, and promotes hand-off of high capacity donors to the appropriate Donor Advisor.
7. Learns about Corus International programs and projects and effectively communicates the mission to donors.

Supervisory:

1. Reports to Sr. Director, Philanthropic Engagement
2. No direct reports

Education & Experience:

1. Four year college degree
2. 5 years experience in fundraising or customer service in a non-profit, philanthropic environment

Qualifications:

1. Prior project/program management experience
2. Conducts oneself in a professional, friendly and truthful manner to donors.
3. Communicates at an advanced level, oral and written
4. Strong phone skills – warm tone, good speaking cadence, clear and articulate speech
5. Demonstrates a strong donor service attitude
6. Participates as a team player
7. Demonstrates strong relational skills
8. Uses interpersonal skills demonstrating tact, patience, and courtesy
9. Highly proficient in using donor databases
10. Proficient in social media and digital tools to be utilized in relationship development
11. Exhibits strong time management skills and completes tasks on time
12. Handle tasks independently and is a self-starter

Other Duties:

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities for the position. Duties, responsibilities and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor. Global positions that are bound by contracts will not be changed without notice and approval.

Working Conditions, Travel and Environment

- The duties of the job require regular attendance at least 5 days/week. The employee must be available to work outside normal office hours or on the weekends as required.
- This position must be able to travel as required for standard domestic and international business purposes. While performing the duties of this job in different locations, the employee may be exposed to precarious settings under high security risks and/or very basic living conditions and outside weather conditions, as well as to infectious diseases.

Diversity, Equity, Inclusion and Zero Tolerance to Abuse

As a member of the Corus Family, each employee is expected to:

- Help to develop and maintain an environment that welcome and develop a diverse workforce.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
- Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values

Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law.