



Mission

To invest in the dreams of families in the world's underserved communities as we proclaim and live the Gospel.

Method

We share the hope of Christ as we provide biblically based training, saving services, and loans that restore dignity and break the cycle of poverty.

Motivation

The love of Jesus Christ motivates us to identify with those living in poverty and be His hands and feet as we strive to glorify God.

Donor Engagement Manager

JOB DESCRIPTION

The donor engagement manager will be responsible for leading, strategizing, and growing the mid-level and monthly giving channels at HOPE International through supporting and communicating with donors that give within the mid-level range, primarily through phone, email, and handwritten communications.

LOCATION:	Lancaster, PA
DEPARTMENT:	Development
REPORTS TO:	Director of Development
MANAGES:	Donor Engagement Representative
BAND:	Senior Professional
STATUS:	Exempt, full-time, domestic employee

FULL SUMMARY

The donor engagement manager will support HOPE International's fundraising efforts by leading the mid-level and monthly program and strategically engaging HOPE donors digitally with HOPE's highly

relational approach. These interactions will be focused on communicating gratitude, impact, and extending invitations to engage and give to HOPE International and will primarily consist of email, phone, and mailed communications. S/he will be expected to meet annual fundraising, touchpoint, and donor retention goals.

RESPONSIBILITIES

Promote and contribute to the fulfillment of HOPE International's mission and vision

Develop and implement strategies to engage and cultivate mid-level (annual gifts of \$1,000-\$5,000) and monthly donors

Lead and develop a team of donor engagement representatives, ensuring high quality stewardship of existing donors and driving strategic growth of new donor relationships

Manage a portfolio of 400-600 mid-level and monthly donors, through stewardship, invitation, and relationship-building activities

Collaborate with other Advancement staff to coordinate campaigns and events aimed at engaging and retaining mid-level and monthly donors

Draft email communications and scripts to use when engaging with donors

Daily consistent personalized communications daily to individual donors in their portfolio

Ensure accurate and timely data entry and management in the donor database system, including recording all interaction with donors as an activity in Salesforce

Recommend donors to engage with Regional Representatives when appropriate, and partner to utilize the systems to support this Use data to guide donors to the most suitable engagement channel, ensuring effective handoffs to Regional Representatives when appropriate

Meet or exceed performance metrics weekly, monthly, and annually related to the number of personalized communications, in various forms, to each donor on the mid-level list.

Meet or exceed performance metrics related to donor retention, lapsed donor reengagement, and revenue growth

Attend weekly development team meetings, staff meetings, and devotions via conference call

Attend two week-long staff retreats annually

QUALIFICATIONS

Personal confession of Christian faith and commitment to the mission and vision of HOPE International

Passionate about sharing the mission of HOPE

Has a relational posture and values relationship over transaction

Energized by the prospect of completing a large number of tasks each day

Energized by setting a clear plan for daily tasks and tracking the completion of them and completing all tasks for the day

Oriented towards fundraising strategy and giving channel growth

Three plus years of fundraising, sales or other relevant professional experience strongly preferred

Previous experience in management preferred

Established track record of self-management

Ability to collaborate well with others across the organization

Strong organizational skills, including effective time and administrative task management

Bachelor's degree in relevant field

International experience and cross-cultural skills helpful

HOW TO APPLY

Apply online at hopeinternational.org/take-action/careers. Due to the anticipated volume of candidates, we are unfortunately unable to respond to phone calls or individual inquires.