

**Gleaners Community Food Bank of Southeast Michigan
Job Description**

Job Title: Stewardship Specialist
Reports to: Director of Donor Engagement
FLSA Status: Non-Exempt
Department: Development
Last update May 2020

Reporting to the Director of Donor Engagement, this position will be responsible for strategically interfacing with all of Development and Marketing/Communications to effectively steward and grow our relationship with mid-level and major gift donors. He/she will manage the acknowledgment process for all donors giving gifts over \$1,000 and coordinate with relevant department heads to ensure a proactive and consistent approach to high-touch donor engagement and stewardship.

Essential Functions/Major Responsibilities:

- Proactively manage the donor acknowledgment process for gifts over \$1,000 ensuring all donors are appropriately and officially thanked for their gift, and in a timely manner.
- Manage the donor acknowledgment program with a balance of both efficiency and accuracy.
- Draft/maintain appropriate letter templates for approval by President/CEO & other leadership.
- Track acknowledgment activities in Raiser’s Edge NXT and conduct appropriate constituent follow-up.
- Provide support on donor research, with the assistance of the Director of Donor Analytics, facilitating increased giving.
- Act as a liaison with Development, Programs and Finance/Data Entry colleagues to recommend and coordinate complex process or procedural changes related to the Acknowledgment and Stewardship programs.
- Collaborate with Director of Donor Engagement, Director of Marketing and Brand & Content Specialist on effective stewardship communications strategies.
- Other donor-centric stewardship efforts, including via phone.
- Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
- Other duties as assigned.

Scope of Position

Budgetary Responsibility:	Low
Personnel Responsibility:	Low
Access to Confidential Info:	High
Supervisory responsibility:	Low
Community contact:	Donors: High Volunteers: High Food Partners: Moderate Other community reps: High

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree with a minimum of three to five years' experience in development and/or relevant work
- Must be highly organized and detail-oriented, with strong interpersonal and written communication skills
- Proficiency in Windows-based software and Blackbaud's Raiser's Edge and/or NXT is recommended
- Demonstrated ability to work directly with donor and donor prospects
- Ability to work independently and as part of a group
- Must possess personal tact, discretion, and good judgment
- Team player, willing to step in when needed, flexibility to work longer hours during busy times
- Interest and commitment to issues of food insecurity
- Previous nonprofit and project management experience is desirable

Language Ability

Strong verbal and written communication skills are required. Strong interpersonal skills with all customers and contacts, internal and external, are required.

Math Ability

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

Computer literacy in word processing, data base management, desktop publishing and design.

Equipment: The position requires operation of standard office equipment including but not limited to: personal computer, printer, fax machine and telephone. This position also may also require operation of standard audio/visual equipment and production software, including digital still and video cameras, LCD projectors, etc.

Work Environment

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low to moderate. The employee will occasionally be required to perform duties in a wide variety of settings (e.g. warehouse or industrial environments, outdoors, other corporate settings). Occasionally the job will require off-site work, primarily standing or walking from place to place.

Physical Demands

While performing the duties of this job, the employee is frequently required to speak, hear, and use hands. Moderate amounts of walking, sitting, or standing are occasionally required.