**Development Manager Job Description**

**Facility:** Brazos Valley Food Bank (BVFB) **Position:** Full-time (40hrs week)

**Position Title:** Development Manager **Department Name:** Finance

**Reports To:** Finance Director

**Job Summary of the Development Manager**:

BVFB’s Development Manager is responsible assisting in researching and securing monetary donations for the Brazos Valley Food Bank (BVFB). The BVFB strategies BVFB uses to do this, and that this position will be responsible for, include Direct Mail/online solicitation; Major donor research; Contract, Grant and Proposal writing; BVFB led Special Events; and 3rd Party Fundraisers (where BVFB is the beneficiary). Supervises the Development Specialist, a full-time position primarily responsible for donor data entry, thank you letter generation and website donor pages. Work hours are 8:30 am to 4:30 pm Monday-Friday, with some evenings and weekends. Overtime (time and 1/2) is paid when approved, worked and needed. Reports to BVFB’s Finance Director.

With the Executive Director, Finance Director and applicable Board Committees, assist in development of BVFB’s written annual fundraising plan, timeline/calendar and goals, utilizing the follow development strategies:

***Direct Mail***

Act as liaison with direct mail contractor

* *Print Pieces*
  + Review all proposed copy and design from contractor for grammar, BVFB style, correctness, accuracy, etc. before forwarding to CEO for final approval
  + Ensure approved edits make it back to contractor and into final proofs
  + Keep accurate electronic files of final documents
* *Email*
  + Maintain accuracy of donor email list
  + Send direct mail contractor the link to created donation pages once created by the Development Assistant, then review the email, checking copy, design, links, etc.
* *Story Collection*
  + Work with program staff to find times and locations to attend direct service delivery, eligible recipients to request pictures, stories, testimonials from
  + Developing and following a story collection calendar, to ensure enough stories and the right type of stories for all avenues (e.g., direct mail, grants, special events, etc.) are collected. Stories also need to be diverse by county, program and client demographics.
  + Collect stories, pictures and media release forms (with dignity and permission) and transcribe in writing to submit to contractor, selecting stories/recipients that match the theme/content of the piece
  + Keep organized electronic files of these sensitive information
* *Reports*
  + Save donor segmentation and look up files for each direct mail piece to shared drive.

***Donor Appreciation/Retention/Research***

* Run donor reports regularly of the various BVFB donor level groups for review by Finance Director and CEO
* Keep detailed data on major donors so that when asks need to be made/match donors selected, the CEO and Board have background information to review
* Collect and report out to the Finance Director and CEO donor statistics, such as (new donor retention rate, rate of return on gifts, average gift size, etc.), on a regular basis
* Develop, get approved and implement annual donor recognition efforts (i.e., anniversary of first gift, etc.)
* Develop, get approved and implement new donor education strategies (i.e., virtual coffees with the CEO; tours of the facility, when safe to do so)

***Grant/Proposal Writing***

* Development with Finance Director, in conjunction with other Directors, process for efficient development and submission of annual funding proposals/applications
* Development of a centralized, electronic grant proposal tracking system (new or within existing software) that provides up to date information regarding award status, progress report content and deadlines, use of funds (if restricted), etc.
* Work with Operations and/or Programs staff in development of all proposals that ask for funds having to do with their programs/area of responsibility
* Research for, discuss with pertinent staff, develop and submit new grant application opportunities
* Work with the Finance Director in development of proposal budgets

***Progress Reports***

* Development with Finance Director, in conjunction with other Directors, process for efficient development and submission of required, grant progress reports
  + Work with Operations and/or Programs staff in development of all progress reports for funds received having to do with their programs/area of responsibility
* With Finance Director, develop regularly scheduled meetings with other Directors to share information about grant spending to date, deliverable progress, etc.

***Special Events***

* Assist with BVFB’s annual events (Summer Hunger online event with KBTX, Feast of Caring, Mingle for Meals and KBTX-TV’s Food for Families Food Drive)
  + Work with the Food & Friends Manager to schedule volunteers, if applicable
  + Providing potential sponsor names and historical giving
  + Assisting with solicitation letters, promises to give tracking, etc.
  + Collecting, choosing and writing recipient stories when needed
  + Other duties as assigned

***Third Party Fundraisers***

* Field calls, review online applications, follow-up with projects, for those that have been approved - provide ongoing support, including but not limited to attending events if needed
  + Ensure that BVFB support adheres to fundraising goal guidelines (if they get social media, check presentation, presences on website, staff present at event, etc.)
  + Be the liaison to outside groups that conduct annual, fundraisers for BVFB (i.e., AggiesCan, Run thru the Lights, Empty Bowls, etc.), including but not limited to attending planning meetings and the events if needed
    - Work with the Food & Friends Manager to schedule volunteers, if applicable
  + Act as the liaison to all new, outside groups that wish to conduct Third Party Fundraisers for BVFB (TAMU student groups, etc.)
    - Create online donation pages specific to the Third Party Event, if applicable.

***Supervision of the Development Assistant***

* Ensure that the Development Assistant is entering all new donors into donor tracking software
  + This includes checks, credit card, ACH, texted donations, etc.
* Set thank you letter generation goals to be met (1 week from donation receipt, etc.) and work to ensure this goal is regularly met
* Handle donor data entry, thank you letters when Development Assistant cannot

***Check Presentations/Tours***

* Act as point of contact in scheduling check presentations (communicating internally with staffs’ schedules)
  + Greeting donor, taking the picture, developing social media contact (within parameters of donor) and posting
* Act as point of contact in scheduling request for tours (communicating internally with staffs’ schedules)

***Other***

* Assist Executive Director and Finance Director in projecting revenue for annual budget
* Development of the annual Fundraising Cost Center Budget
* Communicate effectively, appropriately and in a timely fashion with the Operations Director
* Follow all Agency Policies & Procedures
* Attend regularly scheduled one on ones with supervisor
* Attend quarterly All Staff meetings
* Attend and come prepared for inter-departmental meetings
* Discuss all ideas and changes to program(s) with the Operations Director before acting
* Get approval from the Operations Director in advance of any financial expenditures not budgeted for
* Other duties as assigned and needed

**Qualifications:**

* Bachelor's Degree required.
* 2-5 years of relevant experience in a nonprofit fundraising/resource development, including but not limited to
  + Past grant-writing experience
  + Past progress report writing experience
  + Direct mail development or coordination
  + Direct donor asks
  + Special event coordination/implementation
* Past experience as a donor
* Past experience communicating directly with financial donors – either in person, via telephone, over email or other written correspondence
* Supervisor experience required
* Strong writing, as well as public speaking skills.
* People skills with ability to manage difficult and complex situations or people ethically (donors, volunteers, clients, and general public) and with discretion and confidentiality.
* Proficiency in Microsoft Office Suite, graphics software, Internet research, social media, Survey Monkey, Mailchimp and databases. Ability to extract and analyze data; create charts and graphics is necessary.
* Familiarity with some donor software preferable.
* Superior organizational, analytical and project management skills coupled with the ability to learn quickly, create and analyze alternative solutions and make recommendations.
* Highly motivated, with proven capacity to take initiative, and work independently and effectively with others at all levels of BVFB with a high level of professionalism in all interactions.
* Ability to manage multiple responsibilities simultaneously, meet deadlines, and respond accurately and quickly to immediate needs in a high-paced environment.
* Experience developing systems/processes where none existed before.
* Flexible, with availability to work a weeknight or weekend as needed.
* Passion for the mission of feeding people.
* Valid driver's license and clean driving record required.
* Must pass criminal background check before hire.

**ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMODATION**

* Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry up to 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
* Conditions may include working inside, working outside, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
* Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, and automobile.