

Job Announcement *Donor Care Specialist*

Organization Description:

The Contingent is a 501 (c) (3) venture non-profit focused on sparking and holding initiatives to empower leaders and mobilize community for the common good. Since our inception we have centered the perspectives, skills and needs of people of color and low-income Oregonians to challenge the status quo and transform our communities: from the four corners of the block to the four corners of Oregon. We ask hard questions. We take risks. And we link arms with our neighbors, including business partners, faith communities, and government agencies.

The position detailed supports The Contingent's initiatives, including Every Child (www.everychildoregon.org), Emerging Leaders (www.emergingleaderspdx.org), Know Me Now (www.knowmenow.org), and SINE (www.sine.org).

From mentoring to mobilizing volunteers to restructuring systems that work for some at the cost of others, we prioritize uplifting and empowering leaders to transform their communities. For more information about the initiatives of The Contingent, please visit www.thecontingent.org.

Position Summary:

The Donor Care Specialist will offer personalized care for individuals who give financially to The Contingent's programs. Personifying our hopeful, collaborative, generous, determined core values, this role will think out-of-the-box to provide meaningful connections to all supporters. Working most closely with the President, Financial Controller, and Directors responsible for community engagement, the Donor Care Specialist will manage gratitude efforts, donors contact for assistance with transactions, and data around donors and donations.

The Donor Care Specialist is a new role that will be integral in the development of new processes including, but not limited to, tiered donor stewardship, credit card expirations, online campaigns, event sponsorship and ticket sales, and more. This leader will have an active role in fundraising events, communication strategy, donor management software implementation and work closely with the Accounting and Technology Teams regularly. The Contingent is making a robust investment in donor care, including building a new donor management software and hiring our first Donor Care Specialist who will, most immediately, help guide the implementation of this new software (alongside the President, finance and technology teams).

The ideal candidate for this position sees donor care as an extension of The Contingent's commitment to practice radical hospitality. They are a pro-active strategist; someone who takes initiative, delights in creative process development, and equipping others with the tools they need to lead out of their strengths. This leader recognizes the importance of providing donors what they need to see themselves as full partners and investors in mobilizing

community and empowering leaders. They are passionate about getting to know the story behind the story and see great significance in practicing everyday fundamentals – from data management to sending notes of encouragement.

Duties & Responsibilities:

Donor Stewardship Strategy

- Develop a tiered donor stewardship strategy (including frequency and type of communication both before and after a gift is made) that is consistent across The Contingent and yet relevant to each initiative's donors
- Develop infrastructure to set, manage, and meet expectations of donors
- Develop strategy for caring for donors even when they are not formally engaged through giving to encourage long-term relationships and increased donation frequency (ex. 7:1 rhythm)
- Track interactions with donors and invite participation from field staff (equipping field staff with the tools necessary to follow through on strategy)
- Practice excellent internal and external communication and follow through including the following:
 - o Personally respond to donor inquiries or questions within 1 business day
 - o Connect with donors through phone calls and email when questions arise around transactions, processing, and website challenges
 - o Proactively communicate with donors regarding credit card expiration dates
 - o Connect with appropriate Directors with programmatic questions from donors

Fundraising Staff Support

- Support field staff in implementing the aforementioned strategy
- Work in tandem with Directors and the Executive Team to identify and execute follow-up with major donors
- Lead effort to express gratitude to donors via handwritten notes, email follow up, and receipting
- Work with Finance Team to send receipting to donors monthly and at year-end

Fundraising Event Support

- Assist with donation strategy, communication, and follow up for fundraising events
- Work with Initiatives to manage event donations
- Provide reporting on fundraising events, including donors, donation amounts, sponsors, in-kind contributions, and non-tax deductible donations

Data Management, Training + Reports

- Develop a guidebook (as well as rules of engagement) for using The Contingent's new donor management system
- Create, manage, and implement a donor management software training alongside the Executive Director of Organizational Development to be used with new staff and affiliate partners

- Train new staff, partners, and affiliates on use of The Contingent's new donor management system
- Work within the CRM platform – Microsoft Dynamics 365 and donor database—continually updating records as additional information is gathered and auditing data entry by The Contingent staff
- Pull reports and gather insights to inform recommendations for systems & process improvement
- Answer questions from staff and affiliates regarding use of the donor management system
- Regularly provide reports to the Initiative teams on metrics including the following: number of donations, donation type, donation amount, total donations over time for one donor, expired credit cards, and continued engagement
- Perform periodic audits of contact records to ensure data integrity is maintained, by standardizing addresses, names, capitalization, punctuation, etc.
- Manage CRM/donor management data cleaning in conjunction with field staff
- Other responsibilities as assigned

Knowledge, Skills, and Abilities:

- Experience in successfully working with a diverse group of constituents utilizing multi-cultural intelligence, intentional listening, and appreciation and respect
- Pro-active communicator with strong writing and phone skills
- Demonstrates a passion for operational and technical excellence, and donor experience
- Strong interpersonal communication skills, demonstrating active listening techniques and time management skills
- Prioritizes timely communication and is highly responsive to questions, inquiries, and opportunities to engage with internal and external partners
- Possesses cultural and emotional intelligence and an ability to work with a diverse group of leaders
- Flexible and receptive to constructive feedback
- Self-starter who sees opportunities for improvement and initiates engagement
- Attentive to detail
- Creative problem solver
- Adaptable to changing situations and processes
- Naturally positive attitude, with a love for helping people
- Experience in creating & managing systems and/or processes
- Experience working with a donor database and/or CRM preferred
- Experience in coaching, training, or otherwise partnering with those less familiar with donor care and data management (or similar systems) preferred
- Proficient in Microsoft Office 365 Suite (including Word, Excel, PowerPoint, and Outlook)
- Proficiency in Spanish and English preferred
- Bachelor's Degree, or equivalent experience

Personal Qualifications:

- Commitment to the mission of The Contingent, including Every Child, Know Me Now, and Empowering Leaders
- Relates well and works effectively with diverse groups of people who represent the range of ethnic, cultural and socio-economic backgrounds throughout Oregon
- Ability to articulate a position on the importance of the faith community engaging vulnerable children, youth and families
- Deep commitment to serving under-represented kids, youth and families and those in government who work with them
- Deep commitment to increasing the diversity of leadership around the state of Oregon
- Legally eligible to work in the United States

Employment Terms, Accountability, and Compensation:

- Full-time position
- Competitive salary, commensurate with prior experience
- Work with local and state-wide team of other passionate professionals committed to improving outcomes for children, youth and families
- Comprehensive benefits including premium medical and dental insurance (covered fully for employee), generous paid holiday, vacation, sick, personal and parental leave; flexible work environment

Anticipated Start Date:

June 1, 2021

Application Procedure:

Applicants must submit a letter of interest and a resume that includes name, positions, email addresses and phone numbers of three references that may be contacted. Screening of applicant materials will begin immediately, and applications will be accepted until the position is filled.

Application materials should be emailed to hire@thecontingent.org.

All employment at The Contingent is "at will" and may be terminated by either the employee or the employer at any time for any reason, with or without cause, with or without prior notice or warning. Equal employment opportunity and having a diverse staff are fundamental principles of The Contingent. Upon hire, the employee agrees to undergo a 90-day probationary period, which provides additional structure, scheduled check in meetings and opportunities to receive and give feedback to and from the employer.