

**Title:** Relationship Manager, Leadership Giving

**Reports To:** Director, Leadership Giving

**Job Summary:** This position works in the Philanthropic, Donor and Community Services Division (PDCS). PDCS is the primary vehicle for organizational fundraising and volunteer engagement efforts. Relationship Manager, Leadership Giving, is a relationship-centric position responsible for planning, organizing and conducting an annual leadership giving campaign (gifts of \$1,000 or more) within assigned leadership giving societies with limited supervision. This individual will manage current and prospective individual donors and will work with volunteers to build and implement an engagement and solicitation strategy. The Relationship Manager is expected to analyze and evaluate strengths and weaknesses of past Society campaigns to affect improvement going forward; maintain knowledge of community political, social and economic factors that may impact the annual campaign; and participate in the identification, recruitment, orientation and training of all Society volunteers. This role will also focus on building and maintaining strong relationships with key individuals.

<b>Supervisory Accountabilities:</b>	Staff	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
	Volunteers	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**General Responsibilities:**

- Provide direction and support to society volunteers, including assisting in setting goals, task identification, motivational ideas, timelines and schedules for area(s) of responsibility, recognition and reporting
- Monitor Society progress and project anticipated results
- Conduct meetings with volunteers on a regular basis to assess progress
- Manage and guide a team of volunteers to develop and implement strategies to engage and solicit donors and prospects
- Assist in the organization of special events and processes related to leadership giving activities, including kickoffs, networking events, educational forums, etc.
- Align leadership giving initiatives with all activities inside UWGSL and the strategic plan
- Contributes to the overall success of United Way by performing other essential duties and responsibilities as assigned.

**Key Accountabilities:**

- Responsible for managing one or more leadership giving societies, setting and achieving Society goals, supporting Society chairs, managing volunteers and donor relations
- Responsible for building and maintaining strong relationships with volunteers and key stakeholders in the community
- Assist in the creation, maintenance and improvement of internal and external processes, keeping them in line with our strategic plan and mission
- Assist with developing and implementing a pipeline for growing the Leadership Giver base
- Assist with developing and implementing a moves management plan to increase Leadership dollars

**KSA (Knowledge, Skills and Abilities):**

- Demonstrate the ability to build and manage relationships with a cross-sector range of stakeholders, including senior executives
- Exceptional relationship-management and customer service skills, responding to customers’ needs in a manner that provides added value and generates significant customer satisfaction
- Demonstrate the ability to manage client expectations and the scope and scale of projects
- Demonstrate the ability to accurately identify customers’ expressed and unmet needs to help the customer achieve their goals and objectives
- Strong analytical and critical thinking skills with the ability to build processes and metrics to determine how to improve our efforts and where we excel
- Demonstrated project management skills with the ability to hold self and others accountable for high-quality, timely and effective results
- Demonstrated ability to hold information confidential with excellent judgment. Position continually requires demonstrated poise, tact and diplomacy
- Attention to detail composing, typing and proofing materials, establishing priorities and meeting deadlines, often under pressure
- Ability to work autonomously, as well as to take direction as needed
- Experience in fundraising or sales
- Demonstrate the ability to maintain high-level and consistent work ethic in all work-related duties
- Excellent written and oral communication skills
- College degree or equivalent in job-related area and minimum of 2 years relevant experience
- Proficient in Microsoft Office and database applications

**Organizational Competencies:**

Steward the Vision	Act with Integrity	Commitment to Service
Encourage & Embrace Innovation	Demonstrate Mutual Respect	Pursue Collaboration

**Physical/Work Environment:**

While performing the duties of the job, employee is required to regularly use hands, frequently required to stand, walk, sit, reach with hands and arms, climb, stoop, kneel, crouch, talk and hear. The employee must

occasionally lift and/or move up to 25 pounds. Specific vision abilities required include close vision, distance vision, color vision and ability to adjust focus.

- Traditional office work environment
- Outdoors work environment
- Non-traditional work hours: evenings as needed
- Travel: Less than 30%, meetings and events within United Way's 16-county region
- Must have valid driver's license and reliable transportation or access to reliable and available transportation
- Other:

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department/Division Head Name

\_\_\_\_\_  
Department/Division Head Signature

\_\_\_\_\_  
Date

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**HR/Admin Use Only:**

Date of Revision:	1-25-16		
Date Position Filled:			
Hiring Manager:	Jess Rowold		
TITLE	Relationship Manager	NAME	
GRADE	B	FLSA STATUS	Exempt

DEPARTMENT	<b>Leadership Giving</b>	DIVISION	<b>PDCS</b>
SUPERVISOR	<b>Jess Rowold</b>	TITLE	<b>Director, Leadership Giving</b>