



Job Description

Position: Donor Relationship Manager

Scope

The Donor Relationship Manager is responsible for building and maintaining strong relationships with individual and institutional donors, ensuring their continued support and engagement with our organization. The primary focus is cultivating meaningful connections, stewarding donor relationships, and maximizing financial contributions to advance our mission. The Donor Relationship Manager also coordinates donors' travel to IGL India as well as coordinating visits from IGL, India staff to the United States.

Key Responsibilities

- Build and maintain strong relationships with existing donors through regular communication, personalized acknowledgments, and tailored stewardship activities.
- Respond promptly and professionally to donor inquiries, concerns, and requests.
- Plan and execute donor cultivation events to provide opportunities for donor engagement.
- Collaborate with the fundraising team to develop and implement donor recognition and acknowledgment strategies.
- Monitor and evaluate donor relationships, tracking engagement levels and identifying opportunities for increased involvement and support.
- Develop and implement effective donor retention strategies, including personalized stewardship plans, regular updates, and meaningful touchpoints.
- Collaborate with the finance team to ensure accurate and timely processing of donations, donor recognition, and gift acknowledgment procedures.
- Stay informed about trends and best practices in donor stewardship, fundraising, and philanthropy, sharing knowledge and insights with the team.
- Coordinates travel for partners and teams traveling to IGL, India, communicating with team leaders to identify team purposes, disseminating travel documents, and assisting with the travel process.
- Coordinates travel for IGL India staff for visits to the United States by scheduling donor meetings and coordinating logistical items.
- Assists with other staff travel items when necessary.

Qualifications

- Professing believer in Jesus Christ as Lord and Savior.
- Excellent problem-solving and strategic thinking abilities, with a proactive and results-oriented approach.
- Exceptional interpersonal and communication skills, with the ability to build and maintain relationships with diverse partners.
- Demonstrated ability to effectively manage multiple projects, meet deadlines, and achieve goals within a dynamic and fast-paced environment.
- Proficient in using CRM systems, databases, and Microsoft Office suite.
- Experience in a small multi-tasking office environment.

Details

- The Donor Relationship Manager is a full-time, 40 hour per week position.
- Full-time in office (Hudson, OH) preferred, but willing to consider remote work for the right candidate.
- Compensation: \$42,000 annually.
- Other Benefits:
 - Vacation time and sick time.
 - Group Health Insurance plan with Health Savings Account, Dental and Vision Insurance.
 - Eligibility to enroll in 403(b) Retirement Plan with company match.