



Job Description

Title: **Donor Services Supervisor**
Reports To: Director of Annual Giving
Department: Development & Communications

Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Vision: We envision a state where no one goes hungry.

Diversity Statement:

The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

Primary Job Functions:

The **Donor Services Supervisor** is a non-exempt, hourly position reporting directly to the Director of Annual Giving and working closely with the Development Information Manager and the Chief Philanthropy Officer as well as the entire development team. Primary responsibilities include co-managing the Raiser's Edge donor database, playing a key role in supporting the direct mail, major donor and special events programs and assisting with the gift entry and acknowledgement process for all donors to the organization. Additionally, this job function is an active part of the development team, representing the Food Bank in various roles inside and outside of the Food Bank as well as becoming involved with other department projects and events as necessary.

A. Database Management/Maintenance

- Assist the Development Information Manager with management of the Raiser's Edge donor database for the organization.
- Assist team in transitioning from Raiser's Edge 7 to RE NXT.
- Work closely with the Development Information Manager, Blackbaud and IT support to ensure that the database is functioning properly and that upgrades are made when necessary.
- Help provide instruction to fellow staff about the appropriate use of Raiser's Edge.
- Create and document Raiser's Edge data management procedures and best practices.
- Implement file maintenance projects, routines and schedules.

B. Cultivation, Solicitation & Stewardship

- Develop complex queries and generate revenue reports to help evaluate campaign progress.
- Produce mail files for all direct mail campaigns.
- Assist with major donor outreach by extracting donor reports from Raiser's Edge.
- Create major donor mailing lists and help plan donor recognition events.

- Develop and manage systems for tracking donor cultivation and stewardship information in Raiser's Edge.
- Import appeal, gift, and constituent information into the Raiser's Edge database.

C. Special Events Support

- Assist with organization and implementation of development department events.
- Generate invitation lists for fundraising and cultivation events.
- Provide support to sponsorship and committee member solicitation mailings.
- Track event attendance and participation through ticket sales and accurate record keeping.

D. Gift Entry & Acknowledgement

- Assist the Development Information manager with managing the process of recording and acknowledging all contributions to the organization in the Raiser's Edge database (including honorarium and memorial gifts).
- Research best practices and implement procedures for gift entry related to workplace giving campaigns, matching gifts and donor advised funds.
- Use Import-O-Matic to commit external lists of gifts into Raiser's Edge.
- Help enter gifts into the database as needed to ensure timely acknowledgements.

E. General Development & Office Work

- Write specialized acknowledgement letters and other general donor correspondence as needed.
- Field and respond to donor inquiries regarding the Food Bank and/or the donor's contributions to the organization.
- Work with entire development team to achieve Food Bank's fundraising goals and communicate Food Bank efforts/initiatives to donors/prospects through facility tours and/or as a Food Bank representative at various community events.
- Supervise volunteers as necessary.

Qualifications:

Advanced knowledge of Raiser's Edge required (NXT preferred) as well as experience working in a professional development office. Excellent computer, writing, communication and phone skills. Proficiency in Microsoft Word and Excel required. Bachelor's or associates degree preferred.

Ability to juggle many projects and meet deadlines in a high-energy, fast-paced environment. Interest in the Food Bank's work to make Rhode Island a hunger-free state through food distribution, nutrition education and job training programs.

The individual must have strong interpersonal skills and have the ability to relate to other staff, volunteers, agency representatives and the general public.

The individual must be self-motivated and committed to workplace participation and diversity with the ability to work as a team.

Also, it is necessary that the individual understand and agree with the vision and mission of the RI Community Food Bank and be committed to providing services to people facing situations of hunger and poverty.

Donor Services Supervisor

Date