



Ronald McDonald House Charities of Southwest Virginia  
2224 Jefferson Street SE | Roanoke, VA 24014  
ph: (540) 857-0770 | fax: (540) 857-9584

## JOB DESCRIPTION

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**Job Title:** Donor Relations Manager

**Reports To:** Development Director

**Supervises:** N/A

**Status:** Non-Exempt / Hourly; Part-Time – 20 hours per week.

The Donor Relations Manager is responsible for overall donor data integrity for RMHC-SWVA. They will provide support to development team by producing donor correspondence and recordkeeping (in-kind, cash, event sponsors, online, event participants, etc.), alerting of potential prospects, and aiding in data cleansing. This role will include activities related to donor cultivation. In addition, this role will assist with all data and contributions that are in relation to signature, house, and third-party fundraising events.

### DUTIES AND RESPONSIBILITIES

#### *General Development Support*

- Oversees and maintains an up-to-date donor database.
- Maintain compliance with state and federal laws governing non-profit solicitation and tax deduction records for donors.
- Maximize the use of the donor database.
- Produce various weekly and monthly reports.
- Develop individualized correspondences and maintain a process to assure donors receive professional, timely written responses of appreciation and gratitude.
- Process additions/removals/edits to donor records as directed by our constituents to help ensure robust data to support our initiatives.
- Conduct constituent research when necessary, to fill in information gaps.
- Assist with external employee giving/matching programs.
- Produce invoices for events, major gifts, and other initiatives, as requested.

#### *Event Support*

- Record and track gift pledges and documentation related to events.
- Oversee the acknowledgment/receipting process for event related contributions.
- Process event related gifts and registrations coming in via online and other ancillary software.
- Maintain event contribution, sponsorship, and registration records in donor database.
- Produce weekly sales reports to special events/development teams for individual events, as requested.
- Attend events to offer any on-site assistance.

#### *Additional Responsibilities*

- Attend database training on a regular basis to help expand knowledge of database capabilities.
- Provide internal support to all database users, including training and technical assistance.
- Be a positive ambassador for RMHC-SWVA.
- Attend all staff meetings as requested.
- Expected to have working knowledge of RMHC-SWVA policies and procedures.
- Work as a team member with all staff at RMHC staff and volunteers.

### KNOWLEDGE, SKILLS AND QUALIFICATIONS

- A bachelor's degree or equivalent experience.
- 3-5+ years of experience working with customer or donor management systems, preferably with a non-profit organization.
- Knowledge of Excel and other software.
- Strong analytical skills (including mastery of Microsoft Excel) and experience with reporting and data analysis.

- Must demonstrate good judgement, good decision-making ability, and dependability.
- Proven time management and organizational skills.
- Ability to work well not only as part of a small, dynamic team but also independently.
- Ability to maintain confidentiality.
- Willing to attend public appearances and special events/awareness programs after office hours, Saturdays, and Sundays.
- Technically capable, with excellent communication skills, along with the desire to improve processes.

### ***Minimum Physical Requirements***

- Able to cope with periods of high stress.
- Clear cognitive and intellectual abilities to meet the demands of the position.

### ***Disclaimer:***

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this is intended to be an accurate reflection of the current position, management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments).

Last Updated: 04/30/2021