



## POSITION DESCRIPTION

**Job Title:** Engagement and Giving Manager

**Reports To:** Executive Director

**FLSA Status:** Hourly

**Hours:** 32-40 hours per week

**Office Location:** Hybrid /Multnomah Village

**Starting Pay Range:** \$23-26 (DOE)

**Benefits:** Insurance (100% employee & 50% dependents), retirement with 5% match

### Organization Overview:

For over 30 years, Store to Door has delivered nourishment and social connections to homebound people in our community. We support independent living for Portland area seniors and people living with disabilities by providing 1) a low-cost, volunteer-based grocery shopping and delivery service, 2) free food boxes to our lowest-income clients, and 3) information and closed-loop referrals for clients. Our award-winning organization is the only one of its kind in Oregon. With over 1,000 volunteers each year, we make over 14,000 deliveries to 700+ seniors and adults living with disabilities.

### Position Summary:

The Giving and Engagement Manager will work as part of the Senior Management Team to develop and manage the agency's communication and individual giving strategy. This strategy includes 1) a clear brand and organizational storyline, 2) segmented donor engagement activities, and 3) online and in-person fundraising events. Execute strategies with the support of a high-functioning Communication Specialist and Development Coordinator. Work collaboratively with the Executive Director, Grant Writer, Program Director, and Volunteer Manager to ensure coordinated partnership development with the board, volunteers, corporations, and foundations. The position will also be responsible for proactively developing strong working relationships with existing donors and will actively assess and cultivate new prospects.

### Principal Duties & Responsibilities

#### Donor Strategy and Engagement (70%)

- Develop and implement strategies for donor engagement by effectively managing and utilizing CRM data along with the Development Coordinator.
- Design and implement a comprehensive development program to engage and steward current donors while identifying, researching, cultivating, and soliciting new prospects.
- Build long-lasting transformational (not transactional) relationships, treating donors as partners, engaging them how they wish to engage, and asking them to give us their full financial support.

- Lead the development team in building tactical strategies (appeals, online fundraising, in-person events) to increase community understanding of Store to Door and grow financial gifts of all sizes.
- Develop a network approach to fundraising, focused on connecting with new and existing higher net worth individuals through relationship building, outreach to wealth managers, attending events, and direct outreach.
- Collaborate with the Development Coordinator and Communications Specialist on annual fundraising campaigns, community events, and fundraising galas.

#### Communications Management (20%)

- Oversee marketing and communication strategies, including developing public outreach materials such as print and electronic newsletters, direct mail, annual reports, press releases, free and paid advertising, brochures, social media, and website content.
- Actively develop media connections and increase our public relations opportunities, including community exposure through events, earned media, and other communication strategies.

#### Management (10%)

- Lead, supervise, coach, support, and partner with development and communications staff while fostering a collaborative team culture based on transparent communication and mutual accountability.
- Serve as a member of the Senior Management Team, providing strategic input on the management and growth of Store to Door.
- Participate in Board planning sessions as required.

#### **Qualifications:**

- Bachelor's degree or equivalent training and experience required, ideally in the fields of communications, marketing, business administration, fundraising, or related subjects.
- Minimum of 3 years of nonprofit development or fundraising experience.
- Experience developing networks and communicating effectively in one-on-one and group settings.
- Proven experience with managing a mid-size CRM like Bloomerang, Kindful, Virtuous, etc.
- Proven track record managing relationships with donors and community partners, leading to major gifts.
- Supervision experience and ability to develop a high-functioning team.

#### **Knowledge, Skills & Experience:**

- Strong project management skills.
- Responsive with great follow-through skills, ability to build trust and maintain constructive relationships across organizational boundaries, and work effectively as part of a team.
- Agility to work independently across multiple, simultaneous projects and meet deadlines with attention to detail.
- Advanced proficiency in programs related to Office productivity tools to create documents, tables, and graphics.
- Ability to promote a culture of equity, respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values.
- Knowledge of and passion for senior services.

- Excellent verbal, written, public speaking, and interpersonal skills.
- Proven analytical, evaluative, and problem-solving abilities.
- Candidate must successfully pass a criminal background check.

*Any satisfactory combination of experience, training, and/or education that ensures the ability to perform the work may substitute for the above qualifications.*

**Working Conditions/Physical Demands**

Fast-paced, with significant people interaction. No lifting over 20 lbs. Minimal reaching, bending, stooping, and sitting for extended periods with considerable phone and computer work. Store to Door is a hybrid work environment that combines an office and remote work schedule. Store to Door provides a laptop/desktop, monitor, and camera (as needed) to support remote work.

**Commitment to Equity**

Store to Door is an Equal Opportunity Employer and strongly encourages people of color, women, LGBTQI+ individuals, veterans, those living with disabilities, and those with working-class backgrounds to apply. We are working toward an equity and diversity plan and are dedicated to improving outcomes for communities of color and other underserved populations.

**Disclaimer:**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This document does not create an employment contract, implied or otherwise; employment in this job is an “at will” employment relationship.

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**Employee Signature****Date**

Revised: 2/13/2024