



Arbor Day FoundationTM

Donor Relations Manager

Are you interested in helping others realize an opportunity to make a difference in the world through the support of environmental stewardship?

Do you have an ability to make immediate connections with people, especially over the phone?

Can you manage multiple projects and numerous relationships simultaneously without making errors?

The Arbor Day Foundation is seeking someone who is gifted at developing strong relationships with our donors and has a natural passion for serving people. This role requires a highly driven individual that has excellent interpersonal communication skills, both orally and in writing. The ability to connect with others on a deeper level and positively influence donors towards an altruistic endeavor is a must.

The Donor Relations Manager will respond to inquiries related to bequests, charitable annuities, and major gifts by members of the Foundation and work to cultivate relationships with such members. This individual will be a key member of a collaborative team striving to increase the number of bequests and major gifts by Foundation members to advance the Foundation's mission of inspiring people to plant, nurture, and celebrate trees.

The Foundation offers an excellent working environment, salary commensurate with experience, an attractive benefits package, and the opportunity to enhance our environmental impact. If you thrive in a fast-paced, high-energy environment where you can make a difference, please send a cover letter and resume to: Arbor Day Foundation, Yinka Akinyemi, 211 N. 12th St., Lincoln, NE 68508, or talent@arborday.org.

Responsibilities:

- Implement communications strategies with selected members to form deeper relationships and enhance charitable giving opportunities for the Foundation.
- Make introductory and follow-up phone calls regarding requests for major donations.
- Effectively respond to letter, email, and telephone inquiries from members about bequests, major gifts, and charitable gift annuities.
- Collect and process information to prepare individualized proposals and contracts for members considering charitable annuities.
- Communicate with donors to inform them of Foundation goals, programs, and major-gift opportunities.
- Collaborate with the Direct Marketing team as they incorporate planned-giving messages into newsletters and other mailings to members.
- Collaborate with the Web team as they maintain and update planned-giving content on the Foundation's web site.

- Coordinate with the Foundation's Member Services team to enhance the effectiveness of the contacts made by Member Services correspondents and the information maintained in internal systems to improve overall Foundation development efforts.
- Maintain donor data and transaction information with CRM software and perform analysis to strategically identify additional giving opportunities.
- Assist the Accounting team with their preparation of financial recordkeeping related to planned and major gifts.

Qualifications:

- Ability to identify the passions of donors and match them with the Foundation's giving opportunities.
- Skill to articulate the Foundation's programs and impact in a manner that personally connects with donors and helps them feel good about advancing our shared mission.
- Strong interpersonal skills that foster the development of trusting relationships with donors, including remembering names and personal information.
- Enthusiasm for providing outstanding customer service.
- Positive attitude, strong work ethic, and a high degree of professionalism.
- Exceptional telephone and writing skills.
- Ability to develop generalized knowledge related to planned-giving fundraising.
- Strong technical skills, including knowledge of Microsoft Windows CRM systems, Internet searching, database systems, and email.
- Quick learner with the ability to handle multiple tasks efficiently and effectively in a fast-paced work environment.
- A passion for the Foundation's mission, nature, environmental stewardship, and people.