



## DEVELOPMENT MANAGER, DONOR RELATIONS

**Location:** Silver Spring, MD

**Supervisor:** Director of Development

### Overview of Position

The Development Manager, Donor Relations, supports the National Marine Sanctuary Foundation's fundraising efforts through administration and development of the Foundation's Salesforce NPSP CRM and related systems. They are the lead administrator and work with staff across the organization to standardize practices and develop practical solutions. The Development Manager has oversight and responsibility for tracking and responding to all donations coming into the Foundation and supports the Director of Development and CEO in fundraising and relationship management, including research and engagement strategies.

The ideal candidate thrives in a team and collaborative environment, is donor-focused, and has a strong ability to solve complex problems.

### Responsibilities

#### *Development and CRM Management*

- Serve as the primary systems administrator for the Salesforce platform. Build upon an existing governance strategy to ensure high data integrity. Complete regular internal system audits and prepare for upgrades; ensure relevant data practices strengthen organizational compliance.
- Continue to build out the Foundation's Salesforce ecosystem with new tools and processes. Manage app integrations (GiveLively, Mailchimp, Thankster), online donation forms, event registration and ticketing, peer-to-peer fundraising tools, and virtual auctions.
- Promote the adoption of the database to staff by training them in best practices and processes, creating valuable reports that tell the fundraising story, and implementing tools that improve fundraising and donor retention.
- Serve as the first point of contact for donor inquiries and provide excellent customer service at every donor engagement level.
- Develop a plan to update, respond to, track, and follow-up on all prospective and lapsed donors by focusing on annual individual giving and in-kind giving
- Research and work with the Director of Development and CEO to cultivate a year-round pipeline of potential donors, Foundations, and other organizations.
- Provide research and other support for Trustees, chapters, and staff who are engaged in the donor cultivation and solicitation process
- Compile reports and information to prepare the executive team for fundraising meetings
- Provide fundraising support to individual sanctuary sites and Foundation chapters
- Reconciliation with Financial database; produce monthly and quarterly progress reports
- Timely submission of invoices on behalf of the Development team. Vendor management for all development systems.



- Other duties as requested by supervisor

#### *Events*

- Collaborate with the Fundraising team to solicit and steward sponsorships and in-kind/service donations for Foundation events and fundraisers
- Manage sponsor benefit activations for CHOW and other Foundation events, focusing on building relationships and long-term engagement with partners.
- Join and assist with Event Committee calls and meetings and provide logistical support to committee members as needed.
- Represent the Foundation externally at industry functions and donor events, including workplace giving fairs, VIP funder cultivation opportunities, networking socials, and conferences as needed.

#### *Grants*

- Work across departments to track grant deliverables, impact reports, and deadlines to ensure compliance with partner requirements and internal and external approval policies.

#### *Communications*

- Work with the Communications team on fundraising social media messages as needed.
- Oversee the implementation and execution of cause-marketing campaigns in collaboration with Conservation, Development, and Communications teams

#### **Qualifications**

- Salesforce administrator experience required; Salesforce Administrator certification preferred.
- Prospect research experience, including the use of iWave Pro or a similar system, is preferred.
- 2 to 3 years experience in donor relations.
- Excellent communication skills
- Exacting attention to detail, skill in proofreading and formatting documents.
- Ability to prepare complex reports and records.
- Ability to plan, organize and coordinate multiple work assignments.
- Ability to engage and work with donors tactfully and courteously.
- Ability to distinguish among competing priorities and balance demanding workloads.
- Skill in developing and maintaining relationships both internally and externally.
- High proficiency in Microsoft and Adobe products.
- Ability to work independently, with minimal supervision.

#### **About Us:**

The **National Marine Sanctuary Foundation** (“Foundation”) is a leading voice for U.S. protected waters, working with communities to conserve and expand those special places for a healthy ocean, coasts, and Great Lakes. We increase awareness of, and support for, national marine sanctuaries and marine national monuments and their vital role in ensuring a healthy ocean. The



Foundation works in close partnership with the National Oceanic and Atmospheric Administration (NOAA) to increase stewardship of our ocean and Great Lakes through on-the- water conservation projects, and education and public outreach activities, and by support for research. Together, we safeguard species and the places they call home, and support coastal communities and economies. To learn more visit: [www.marinesanctuary.org](http://www.marinesanctuary.org)

#### **Why You Will Love Us:**

- Dedicated and passionate staff committed to marine and Great Lakes conservation, and a fun group who takes its work more seriously than we take ourselves.
- Generous leave policy.
- Health Benefits: medical, dental, and vision
- Foundation paid disability and life Insurance
- Monthly cell phone reimbursement
- Transportation Benefits when commuting to and from the office.
- Retirement: 403(B) with 3% employer contribution after one year of service. No match required, 100% vested.

**Compensation and Benefits:** Salary range starts at \$50,000 and is commensurate with experience.. The Foundation offers a competitive benefits package.

**Location:** Silver Spring, MD. HQ office location, but position will initially begin in a telework/remote role.

**Target Start Date:** May 2021

[Apply Here](#) Applications received prior to **April 23, 2021** will be preferred.

The Foundation is an equal opportunity employer and actively works to insure fair and equal treatment of its employees.