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| <b>Job Title</b>                           | Donor Services Lead  |                      |  |
| <b>Employee Name</b>                       |  |                      |  |
| <b>Supervisor</b>                          | Michael Mortensen, Development Director  |                      |  |
| <b>Date Prepared</b>                       | May 9, 2024  | <b>Date Modified</b> |  |
| <b>Department</b>                          | Development  | <b>Division</b>      |  |
| <b>Location</b>                            | Main Office, Fort Wayne, IN  | <b>Full-Time</b>     |  |
| <b>FLSA Status (To be completed by HR)</b> | Salary - Exempt  | \$55,000 - \$65,000  |  |
| <b>Position Purpose</b>                    | Champion the fulfillment of the YFC mission by stewarding internal development systems and activities and caring for ministry partners.  |                      |  |
|  | <b>ESSENTIAL JOB FUNCTIONS &amp; RESPONSIBILITIES</b>  |                      |  |
|  | <ul style="list-style-type: none"> <li>● <b>System Architecture</b> - execute a donor delight strategy by maximizing our Salesforce database and information systems. Ensure Salesforce and other database structures are architected in a way to input and pull information to manage community and funding relationships.</li> <li>● <b>Development Services</b> - work closely with the Development Director, CEO, Regional Directors, and Area Ministry Leads who steward donor relationships, assisting them to take action on daily, weekly, and monthly action touchpoints.</li> <li>● <b>Dashboard &amp; Tool Creation</b> - develop tools, dashboards, and resources that the YFCNIN development team will use to inform and spur necessary actions for moves management.</li> <li>● <b>Reporting</b> - provide proactive, action-focused reports for the YFCNIN fund development team using Salesforce and iWave.</li> <li>● <b>Donor Engagement Strategy</b> - complete personal 60-day touchpoints with “core” donors, engage lapsed donors to keep, and research new donors for the fund development team. Directly engage with “impulse” and “core” donors to find, win, keep, and lift through the execution of a bold thank-you strategy.</li> <li>● <b>Manage</b> - lead, manage, and keep accountable the Grant Writer and the Donation Processing Coordinator.</li> <li>● <b>Revenue Tracking and Budgeting</b> - serve as a resident expert on donated revenue information, projections, and budgeting for current and future fiscal years.</li> </ul> |                      |  |

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|                                     | <ul style="list-style-type: none"> <li>● <b>Administration</b> - utilize operational expertise to support any necessary development or communications functions. Support the Development Director as needed with visits and projects.</li> <li>● <b>Collaboration</b> - work closely with the YFCNIN Communications and Marketing team on event and campaign-related activities.</li> </ul>   |
| <b>Fundraising Responsibilities</b> | All YFC staff are asked to be involved in discovering God’s resources to fund our mission. These opportunities could include attending fundraising events, contacting YFC donors, and other fund development activities as needed. This position focuses on caring for those who give between \$1 and \$2,499 annually.   |
| <b>Spiritual Responsibilities</b>   | <p>Because the overriding purpose and mission of Youth for Christ USA is to communicate and introduce the Gospel of Jesus Christ to young people everywhere through 3Story Relationships, this employee must have a growing relationship with Jesus.</p> <p>As an employee, YFCNIN expects all employees to:</p> <ul style="list-style-type: none"> <li>● Seek God’s guidance and wisdom through prayer and meditation for the organization and specific ministry initiatives.</li> <li>● Model empathy, humility, and care for all people. This includes promoting equity and inclusion in words and the practice of facial expression.</li> <li>● Sign a YFC Leadership Standards document annually.</li> </ul> |

| <b>JOB REQUIREMENTS/SPECIFICATIONS</b> |  |
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| <b>Knowledge &amp; Skills</b>          | <ul style="list-style-type: none"> <li>● Ability to manage and multi-task projects and work assignments.</li> <li>● Excellent interpersonal communication skills (spoken &amp; written)</li> <li>● Self-starter motivated to complete priorities and goals</li> <li>● Fantastic customer service with high expectations for quality</li> <li>● Proficient in Salesforce or a similar CRM, Google Suite, or Microsoft Office</li> </ul> |
| <b>Education &amp; Experience</b>      | <ul style="list-style-type: none"> <li>● Bachelor’s Degree</li> <li>● Three to five years of experience in a related field</li> </ul>  |
| <b>On the Job Training</b>             | Yes  |
| <b>Travel Requirements</b>             | Infrequent, but occasionally in the YFCNIN region  |
| <b>SCOPE OF AUTHORITY</b>              |  |
| <b>Manages Budget</b>                  | Will assist with the management of the revenue budget  |
| <b>Supervisory Responsibilities</b>    | Yes, 2 (Grants Manager & Donation Processing Coordinator)  |

*AAP/EEO Statement*

*YFC is classified as an Association of Churches, and our hiring practices reflect that designation. As a religious nonprofit organization, Youth For Christ incorporates within each leader role the requirement to model, teach, share, and live the faith. The relationship between YFC’s mission and each of its leaders is its lifeblood and, as such, does at all times and in all instances reserve the right to make employment decisions based upon a person’s religious beliefs, personal character, and lifestyle consistent with our understanding of the Bible or with our overall goals and requirements for Christian ministry.*

*We seek to create a workplace that is intentional about Kingdom Inspired Diversity. Our commitment to our employees extends to their opportunities for growth, development, promotion, training, and compensation.*

*We will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the organization.*

*Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time, with or without notice.*