

Job Description

Director of Relationship Management

September 2023

Summary: The Director of Relationship Management is responsible for managing donor relationships to raise financial support for Southern Oregon PBS (SOPBS). The Director of Relationship Management, in partnership with the CEO, is responsible for the identification, cultivation, solicitation and stewardship of donors. Primary activities include personal contacts, grant writing, planned giving, fundraising events, as well as donor acknowledgement and the management of donor records. The Director of Relationship Management directly supervises the Member Services Coordinator.

Reports to: CEO

Hours: Full-time, exempt position. Occasional evening and weekend hours required.

Essential Functions:

Donor Relations

- Strengthen SOPBS's financial health by working to deepen donor relationships.
- Work with the CEO to manage fundraising efforts including direct mail programs, online giving, major gifts, bequests, honor/memorial gifts, grants, Board giving, matching gift programs, vehicle donations, and potential capital campaign. Work with Pledge Producer to facilitate successful on-air fundraising campaigns.
- Organize and engage in the cultivation and stewardship of donors through personal contact, including face to face meetings, phone calls, and written correspondence.
- Procure major individual annual and planned gifts.
- Work with the CEO to cultivate a spirit of philanthropy among the Board of Directors, Staff and Volunteers.
- Work with the CEO to successfully implement appeals for major and planned gifts.
- Work with other SOPBS Staff on area-wide donor-centered events.
- Work closely with the CEO to research and prepare grants; maintain grant schedule and grant reporting activities.
- Work closely with other SOPBS Staff on other SOPBS events to enhance donor connections.
- Oversee and monitor donor database; ensure that gifts are properly recorded and acknowledged.

Supervisory Responsibilities

- Supervise the Member Services Coordinator.
- Supervise Volunteers as necessary.

General

- Maintain confidentiality of all donor information and station operations.
- Meet with CEO regularly to evaluate and improve existing programs and to identify and pursue new opportunities.
- Ensure accurate and complete record-keeping.
- Work courteously and cooperatively with other Staff members and Volunteers. Work with co-workers to ensure positive communication.
- Attend staff meetings and trainings, and stay up to date on station events, programs, and talking points.
- Be informed and keep current on best practices in nonprofit development.
- Represent SOPBS professionally and appropriately at all times and in all communications; perpetuate and strengthen the organization's positive reputation; cultivate supporters.
- Other duties as necessary or assigned.

Education, Skills & Abilities

- Donor relations experience within organizations with budgets exceeding \$2 million preferred.
- Management or supervisory experience preferred.
- Literacy in the Microsoft Office suite; history of learning new technology quickly.
- Experience with development database software strongly preferred. Knowledge of Key Performance Indicators, Dashboards and Data Reporting principles helpful.
- Experience with donor research, board service, or other relevant non-profit experience preferred.
- Strong oral and written communications skills; confidence in public speaking.
- Ability to manage multiple projects at a time.
- Attention to detail while maintaining focus on high level priorities.
- Excellent interpersonal skills; ability to interact professionally and compassionately with a wide variety of people and to remain pleasant and calm even in stressful situations.
- Ability to motivate, coach, mentor, and inspire others.
- Ability to work a flexible schedule with occasional evening and weekend work.
- Interest in and knowledge of public media and public service preferred.
- Some local travel and occasional statewide travel is required.

Certificates, Licenses, Registrations

- Valid Oregon Driver's license required.

Physical Demands

- Frequent, prolonged sitting (6-8 hours per day).
- Daily keyboarding for prolonged periods of time, including use of electronic peripheral equipment.
- Able to process complex verbal and written instructions.
- Able to utilize phone and email systems, photocopiers, scanners, and other small office equipment.
- Able to place and retrieve information in and from file folders and file cabinets.
- Occasional bending, squatting, lifting and carrying of objects weighing up to 50 lbs.
- Ability to talk for up to eight hours a day.

Work Environment

- Work is mostly performed in an office with shared common spaces. Working from home is an option on an as-needed basis.
- The noise level in the work environment is usually light to moderate and occasionally may be loud.
- Approximately 40 hours per week. Occasional evening and weekend hours required.
- Occasional driving on public roadways in varying weather and traffic conditions.
- Occasional local and statewide travel is required.

Cover letter, resume, and references should be emailed to phil@sopbs.org

Southern Oregon PBS is an Equal Opportunity Employer.