

Second Harvest Food Bank of East Tennessee

Job Description: Gifts Officer (Hybrid)

Team: Development

Reports to: Sr. Manager of Donor Services

Supervises: no one

Job Summary: The Gifts Officer is responsible for developing, managing, and soliciting an active portfolio of current and prospective donors, ensuring they are engaged in supporting Second Harvest throughout the fiscal year using various channels with the goal of engaging partners, advocates, and investors within Fentress, Cumberland, Scott, and Morgan County.

Essential Duties and Responsibilities:

Steward Businesses, Organizations and Sponsorships

- Support the overall strategic direction for the business and community-based organization.
- Solicit mid-level donors through direct solicitation of businesses and community-based organizations.
- Plan and oversee a comprehensive program of engaging businesses and other organizations through corporate sponsorships, event underwriting, and fundraising campaigns.
- Directly manage and cultivate accounts to ensure ongoing robust financial participation.
- Develop effective processes, reports, and tools for managing mid-level donors to allow for mutually beneficial relationships.
- Create and deliver compelling presentations to local corporate leaders, employee groups, associations, and the like to raise awareness and interest in Second Harvest and its mission.
- Personally solicit, manage relationships, and guide the solicitation process for select corporate and business prospects including face to face meetings, presentations, facility tours, proposals, and general communications to meet specific activity and revenue goals.
- Oversee resource development through corporate matching gift and employee giving programs.
- Ensure each donor's experience with SHFB is consistent and of high quality and ensure timely and accurate report deliveries to funders.
- Coordinate donor volunteer experience and team building opportunities with the Volunteer Engagement Coordinator.

Meet Annual Fundraising Targets

- Meet established fundraising goals to support organizational needs.
- Perform ongoing statistical analysis and revenue benchmarking to evaluate the overall growth and performance in focus area.
- Use knowledge of local businesses and organizations to refine existing programs and recommend and implement new and creative strategies to maximize annual revenues.
- Manage initiatives for raising support from local donors and organizations through strategic and tactical planning into implementation.
- Draft the necessary letters, emails, and other resources to market and promote giving.
- Assist in the execution of the planned giving program.
- Consistently increase revenue in mid-level gifts by annually determined goal with an annual donor retention and gift renewal rate of at least 60%.

Community Relations

- Attend networking events such as luncheons and Chamber mixers to deepen engagement with food bank, often acting as spokesperson for Second Harvest.
- Actively manage the day-to-day relationships with donors and prospects through various activities including meetings, phone calls, letters, reports, emails, timely responses to donor inquiries and acknowledgements of gifts.
- Develop strong working relationships with programs staff to understand and articulate needs and case for support.

Reporting/Analysis and Database Management

- Log contact reports to the databases, as necessary.

Management and Leadership

- Communicate effectively and respectfully with people from different racial, ethnic, and cultural groups and from different backgrounds and lifestyles, demonstrating a knowledge of and sensitivity to their needs.
- Flexible expectations in meeting a variety of responsibilities throughout the day to ensure the success of Second Harvest Food Bank of East Tennessee.

QUALIFICATIONS:

Education, Training & Experience

A BA/BS degree in communications, education, business, or related field; OR equivalent experience. At least two years of experience in fundraising, sales, marketing and/or event management. Successful candidates for this position will have a proven track record of developing clients or donors and sponsors.

Knowledge, Skills & Abilities

- Comfortable with speaking and making engaging and concise presentations to a wide spectrum of audiences.
- Excellent writing and communications skills; including spelling, punctuation, correspondence, and formatting.
- Self-managing; most of the work is self-initiated, and the decisions made are critical to strategic success and impact achievement of organizational objectives and financial performance.
- Strong reporting and analysis abilities.
- Adept at facilitating conversations, navigating conflict, and building consensus towards solutions.
- Accomplished user of Microsoft Office applications (e.g., MS Excel, MS Word) and donor software tracking programs (e.g., Raiser's Edge).

EXPECTATIONS:

Hybrid Role

- Comply with the Second Harvest work from home agreement and policy
- Required quarterly all-staff meeting at Second Harvest headquarters
- Required monthly development team meeting at Second Harvest headquarters
- Required monthly strategic giving team meeting at Second Harvest headquarters
- Requires on-site presence at Second Harvest for all necessary onboarding
- Required 1:1 meeting with manager (in person or virtual), schedule determined by manager
- A minimum of 3 days at Second Harvest headquarters each month to be engaged with the staff