



Development Manager Job Profile

Department: Development and Marketing

FLSA Status: Exempt

Job Status: Full-Time

Position Summary:

The Development Manager is an integral part of the RMH team and works in collaboration with the Vice President and Director of Annual Giving. The purpose of this role is to build donor relationships and increase fundraising opportunities. Responsibilities focus on supporting cultivation of new donors, developing and managing donor engagement processes and procedures, and planning and managing donor events. This position requires proactive customer service skills alongside a deep understanding, or capacity to learn, the mission of RMH and the impact the organization has on the family members and the ability to articulate the importance of the RMH mission to donors while building and maintaining strong relationships.

Key Responsibilities

- Donor Relations, Stewardship and Solicitation
 - Strategize, plan, and manage the donor stewardship process to maximize donor engagement and optimize fundraising opportunities
 - Manage outreach by creative development and implementation of personalized thank you's and congratulations – video, special cards, special gifts of recognition, etc., and leads the coordination of special opportunities for direct contact.
 - Manage development of year-in-review Annual Report provided to RMH donor constituent base
 - Manage and create direct appeals to donors
 - Oversee the planning of the Donor Appreciation Event and select gifts
 - Planned Giving – manage and maintain FreeWill relationship
 - Work with Finance and Gift Processing Specialist on execution of gift entry and donor acknowledgements.
 - Research, share and recommend best practices in the areas of planning giving, donor outreach and engagement, and donor data management.

- McDonald's Relationship
 - Develop and cultivate trust and strong relationships with McDonald's Owner Operators

- Grant Writing
 - Manage and lead the grant writing process, including draft grant proposals and related progress and follow up reports, submit proposals and applications, respond to internal and external inquiries on grant proposals, and maintain positive relationships with grantors
 - Research, vet, and select new grant opportunities

- Red Shoe Crew (RMHC Maryland Young Professional Group)
 - General liaison to the Crew and main point of contact for all questions and inquiries
 - Draft and distribute monthly email updates
 - Collaborate with Director of Volunteer Engagement to ensure sufficient volunteers are available and signed up for service days
 - Provide backup for captains on service days when needed
 - Facilitate, attend, be engaged, and attentive on monthly calls with leadership team
 - Provide feedback, ideas, and assist the social committee with executing and organizing events, happy hours, and tours
 - Plan and lead Red Shoe Crew annual meeting
 - Oversee annual process for nominations – vet applications, contact references, perform interviews and select new members

Reporting Relationships

- **Reports to:** Vice President and Director of Annual Giving

Position Qualifications

- **Required Education and Experience:**
 - Four-year degree in related field.
 - 2-4 years of related experience
 - Experience with Microsoft Office Suite
 - Experience with donor management software preferred
- **Skills/Abilities:**
 - High level of organizational skills and attention to detail
 - Provide outstanding internal and external customer service including excellent listening skills, diplomacy, and sensitivity, while maintaining a high level of emotional intelligence and empathy
 - Ability to learn, understand and maintain current best practices in philanthropic giving
 - Commitment to promoting and encouraging generosity, leadership, and inclusion
 - Organizes time wisely and prioritizes workloads to meet deadlines in a busy office environment; able to respond to shifting needs and priorities
 - Time and people Management skills
 - Excellent interpersonal and communication skills, both written and verbal
 - Possesses a leadership mindset and has strong team and collaboration skills



- Ability to clearly articulate the organization's core mission, vision, values, and strategic priorities

Environment and Working Conditions

Ex) Office environment, evening and weekend work sometimes required.

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Approvals:

Signature: _____
Supervisor/Manager Date

Signature: _____
President/CEO Date

Signature: _____
Human Resources Date

Incumbent Awareness:

Signature: _____
Employee Date

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.