

Manager, Donor Stewardship

Job Summary

The Manager, Donor Stewardship and Recognition (MDSR) will be a member of the Multiple Myeloma Research Foundation's (MMRF's) Development Team and will provide excellent and energetic fundraising support to the Leadership Team comprised of the Chief Executive Officer, Founder & Chief Mission Officer, Sr. VP, Marketing & Communications and the VP of Development. This individual will be responsible for implementing and managing a comprehensive donor relations, stewardship, recognition and retention program in support of the Development efforts of the Leadership Team.

The MDSR will consistently promote positive and mutually rewarding interaction with and recognition of donors at all levels. They will collaborate with internal and external constituencies to determine the best strategies for effective stewardship of donors, creating a gratifying gift experience for all donors in support of the MMRF's mission. Reporting to the Vice President of Development, this is primarily an in-house position based at the MMRF's headquarters in Norwalk, CT.

Position Responsibilities

- Engage with and support the Leadership Team in the fundraising process by managing all stewardship and recognition programs for our highest-level donors, providing excellent relationship management and prompt follow up.
- Recommend appropriate cultivation and solicitation strategies and timing for donor/prospect visits, debrief and manage follow up activity.
- Ensure that Leadership presents annual requests for financial support to all donors and prospects at the appropriate time. Close and acknowledge all requests on schedule and in a timely fashion.
- Work with the Leadership Team to develop a strategy and build a pipeline for new six and seven-figure prospects from outside of the organization's existing donor pool.
- Develop cultivation, stewardship, and solicitation strategies for a portfolio of the organization's most important prospects and donors.
- Facilitate and coordinate communication with these prospects and among the prospect's relationships with foundation Leadership. Promote positive relations with these prospects and donors.
- Implement donor cultivation and stewardship events when appropriate. Identify and cultivate potential new event hosts.
- Collaborate with team members to ensure the timely and accurate completion of routine work such as gift acknowledgements, solicitation and cultivation mailings, and event invitations.
- Determine investment opportunities for donors who wish to restrict their gift to a specific program area.
- Create proposals for solicitation of restricted gifts as well as follow up reports for donors making restricted gifts, as needed.
- Collaborate with VP of Development and Development staff to pursue strategies to engage, cultivate and solicit prospects in order to secure gifts for the foundation's highest priorities.
- Collaborates with Leadership to devise and implement cultivation and solicitation strategies for prospects in the AVP portfolio.
- Evaluate various gift opportunities and giving vehicles and recommend the most suitable for a particular donor.

- Interact with internal stakeholders to develop and implement prospect strategies and gift ideas, shape and finalize gift proposals, and produce timely and meaningful stewardship.
- Assist with the strategy for and creation of written correspondence from various Leadership Team members to donors.
- May provide support on strategy to other frontline fundraisers who manage prospects with principal gift level capacity.
- Ensure proper donor stewardship including appropriate follow up meetings, drafting funding/impact reports and proposals for moving gifts through the pipeline to become major gifts and larger corporate partnerships.
- Oversee the proper acknowledgement of donations by drafting thank-you letters, greeting cards, memos, newsletters, reports and making timely touch points.
- Become proficient at all aspects of the CRM database, including but limited to: data entry and report generation, with the ability to manipulate data and create reports and mailing lists, record all donation information and maintain communication records with donors.
- Track and analyze responses to gain insight to achieve greater impact with subsequent mailings.
- Provide background research and materials that will provide support for the development of individual and foundation donations.
- Assist with fundraising events such as house receptions, point-of-entry tours, fundraisers, and galas.
- Serve as the administrative liaison between the Development team and other MMRF departments, reconciling donation information with the Finance team, as well as identifying areas of process and efficiency improvement.
- Stay current with fundraising trends including, but not limited to, data management software, research methodologies, and stewardship best practices.
- Respond to phone inquiries about gift giving and share with the appropriate team members as necessary, following up with that team member to ensure a timely response.
- Assist with other duties as assigned by the Leadership Team.

Required Qualifications

- Bachelor's Degree
- Minimum 5-10 years of relevant fundraising experience, preferably in healthcare/research.
- Prior donor stewardship and database management experience with a solid understanding the donor lifecycle.
- Professional credibility, intellectual depth, maturity, and collaborative skills to lead others by influence.
- A positive, can-do attitude with strong self-direction and a desire to take the initiative and ensure excellence.
- Outstanding verbal and written communication skills, including public speaking.
- A clear and confident communication style, which demonstrates institutional knowledge and integrity.
- Superior interpersonal and listening skills and the proven ability to develop and negotiate complex relationships and proposals in person and in writing with a diverse portfolio of donors as well as collaborate with colleagues.
- Ability to develop and maintain long-term relationships with high level donors and prospects

- Strong organizational skills; proven experience in project management.
- Excellent time management skills with the ability to manage multiple projects simultaneously, while paying extreme attention to detail and accuracy.
- Ability to meet deadlines and function effectively in an environment demanding a high-energy level, discretion, flexibility, and superior work.
- Demonstrated ability to research and access information about donors, foundations, corporations and other funding opportunities.
- Ability to handle sensitive information in a confidential manner and to tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality and to respect and observe organizational protocol.
- Sound judgment and strong decision-making ability.
- Experience working closely with an institution's President or CEO, faculty or physicians, senior officers, and fellow development professionals.
- Computer literacy; ability to use Windows-based software (Word, Excel, PowerPoint) as well as proficiency with CRM systems; Salesforce CRM experience a plus.
- Some travel and weekend work may be required.