

Development Manager (Donor Relations & Database)

Updated: 9/29/2022



Job Title:	Development Manager (Donor Relations & Database)
Status:	Full-time
Reports to:	Director of Development
Location:	Main office in Wallingford, Seattle with remote work options
Salary:	\$50,000 - \$55,000 + Benefits

Tilth Alliance works in community with Washington farmers, gardeners and eaters to build a sustainable, healthy and equitable food future. For over 40 years, we've promoted and supported the adoption of organic, regenerative, sustainable growing practices by farmers and gardeners throughout Washington, worked to make the food produced by Washington farmers and gardeners more accessible and inspired people to enjoy growing, cooking, and eating food that is both good for them, for their communities, and for the environment. Education, collaboration and advocacy are foundational to our work, and equity, inclusion and advancing a culture of anti-oppression are critical outcomes expected of all the work we do.

Development Manager (Donor Relations & Database)

A fabulous role for someone passionate about both fundraising and data, keen to utilize all their experience and to continue to grow and develop. You will be tech savvy in managing our Salesforce database and the systems that feed into it, customer focused in delivering donor services, and methodical in keeping track of reporting. Part of a Development Team of five people, you will work closely with Director of Development and be supported by the Development Coordinator, who has an approx. 30% of their time allocated to supporting this role. You will get a thrill from seeing what a growth in philanthropic dollars further enables Tilth Alliance and its communities to achieve.

Responsibilities Include:

Salesforce Database

Tilth Alliance uses Salesforce NPSP to track its fundraising, volunteer participation, class enrollment and other aspects of the organization's work. The database integrates with our WordPress website through Gravity Forms, and payment systems through Square. We are close to completing the transitioning out of Braintree & Soapbox.

- Serves as the database subject matter expert, ensuring accurate integration and data transfer across systems and leading improvements and innovations

- Understands and oversees the many automated processes across the system.
- Troubleshoots issues, supporting staff across the organization in their use of Salesforce including building out, or advising on, new reports and processes
- Advises on, oversees and administers information management and reporting for the Development Team including dashboards, campaigns, reports, and mailing lists
- Collaborates with the Development Coordinator on fundraising data entry, ensuring accurate development records are maintained
- Monitors giving activities in Salesforce by tracking results and with the Director of Development analyses the effectiveness of fundraising methods and messages.
- Trains and advises staff on Salesforce use, potential and organizational practice
- Identifies and implements processes and improvements to ensure the integrity of the database, including duplicate management and addressing other inconsistencies
- Establishes and maintains policies and procedures for protecting constituent information, ensuring Tilth Alliance remains compliant with PCI regulations for data security.

Donor Relations

- Manages the donor receipt and acknowledgement processes, working in partnership with the Development Coordinator.
- In conjunction with the Development Coordinator, troubleshoots any issues donors or members may have with donation processing, providing exemplary and timely service as needed.
- Supports donor stewardship through building and maintaining strong professional relationships through telephone and written communications, donor event attendance and other activities. Updates constituent records to capture key information.
- Assists the Director of Development by collating, organizing, and analyzing donor and funder data for solicitations, campaigns, stewardship, and other fundraising activity
- Plays a major role in planning and implementing online fundraising campaigns such as GiveBIG and Giving Tuesday, including campaign design, communications scheduling, mailing list segmentation, gift stewardship and collation of results.
- Holds the overview on membership payments (annual, gift & lifetime), including systems for reminders & renewals
- In cooperation with the Communications Manager, maintains an editorial calendar to promote fundraising events and campaigns on multiple social media platforms.
- Works with the Director of Development to ensure a data driven approach to fundraising, including analyzing data to inform campaign design and major gift solicitations.
- Plays an active role in Development Team events as needed, including the Edible Plant Sale, annual Tilth Conference, FarmFest, volunteer events and donor receptions.

Community Liaison

- Create relevant opportunities and respond to requests for Tilth Alliance to promote, table and/or talk at events, festivals, workplaces and similar.

- Prioritize tabling request and coordinate internally to assess the most appropriate staff to attend, considering relevance and availability.
- When appropriate, be a Tilth Alliance representative at external events.

Team and Organizational Collaboration

- Actively participates in Tilth Alliance's justice, equity, diversity and inclusion work, to ensure continual progress in being an anti-racist organization.
- Collaborates with all Development Team staff on creating, implementing, and managing goals and operating plans and takes an 'all hands on' approach to ensure team success.

Desired Qualifications and Attributes

- Proficiency in Salesforce or other CRM systems, online giving platforms, and other fundraising technology. Proficiency in Microsoft Office; ability to research and learn new business software programs.
- At least 2 years' experience in fundraising and/or other related position; or combination of education and experience to successfully perform duties of the job.
- Demonstrated understanding of fundraising principles and practices.
- Understanding of practices and principles for gift processing and accounting.
- Excellent interpersonal and communication skills, both written and verbal, which transcend diverse audiences.
- Demonstrated administrative skills, including recordkeeping, reporting, and organizational skills.
- Demonstrated ability to work effectively in teams, as well as provide high-quality service to a wide variety of internal and external constituents.
- Demonstrated ability to maintain a professional demeanor, especially while working in a fast-paced environment of constant demands and frequent interruptions.
- Demonstrated ability to work effectively with people of diverse backgrounds and promote a positive working environment, spirit of cooperation, and positive reactions to change.
- Commitment to maintain confidentiality and a high degree of accuracy.
- Self-directed and able to work independently as well as with a team.
- Must be willing to work occasional evenings or additional hours as required.

This is a full-time position that requires occasional evening and weekend work.

Benefits

This role is eligible for benefits including medical, dental, vision insurance; employee-funded Flexible Spending Account for qualified childcare, healthcare, and transportation expenses; paid vacation, sick and holiday time. It is based at the main office in Wallingford with flexible options for some remote work.

Tilth Alliance vacation policy allows for accrual of 15 days in Year 1 (and increases with service longevity). Rather than Tilth Alliance prescribing a standard list of Holidays, each year an employee selects 10 dates they wish to designate as paid holidays – enabling them to celebrate personal, cultural, religious, or other significant events. A cross-staff committee regularly reviews organizational employment policies through an equity lens.

Employees are offered access to a wide range of Tilth Alliance classes for no charge, depending on availability.

How To Apply

Please submit a letter of interest and resume in PDF or Word format outlining your experience with the requirements listed above and why you are interested in this position. Email all materials to gaylesutherland@tilthalliance.org with the subject line "Development Manager Application." Applications will be reviewed as received and interviews will begin as needed. Position is open until filled.

Tilth Alliance is proud to be an equal opportunity workplace dedicated to cultivating a diverse and inclusive work environment. We believe that diversity is essential to achieving our mission. Tilth Alliance is an equal opportunity employer and will not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law. Women, people of color, and individuals from under-represented communities are strongly encouraged to apply.