

THE ORGANIZATION

Feeding Westchester is looking for people with the passion, courage, and creativity to create meaningful change in the lives of others. As a member of the Feeding America network of food banks and Westchester County's leading hunger relief organization, we moved nearly 22 million pounds of food to agencies and partners across Westchester County, including food pantries, soup kitchens, senior centers, and schools last fiscal year. We supplied 18.2 million meals to children, families, and seniors, mobilized 11,000 volunteers, and raised over \$12 million in donations to help end hunger.

Feeding Westchester's mission is to nourish our neighbors in the fight against hunger. As the heart of a network of more than 200 partners, we source and distribute food, and other resources, to communities across Westchester. We envision a community where all people have access to the food they need today, and the fundamental resources to build a better tomorrow.

THE OPPORTUNITY

Feeding Westchester has an exciting opportunity for a collaborative and mission-driven professional mid-level individual donor fundraiser. The Manager, Individual Giving will help identify, cultivate and steward a portfolio of mid-level donors while also identify major donor prospects, and manage Individual (Peer to Peer) P2P fundraising as part of Feeding Westchester's efforts to raise support from individual donors to help fight hunger. This role reports to the Director of Individual Giving and will work in partnership with the Individual Giving team to achieve revenue, retention, and acquisition goals from Feeding Westchester's diverse pool of donors, volunteers and advocates, and further their engagement, giving, and commitment to supporting the work of Feeding Westchester.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

Mid-Level Program:

- Manages portfolio of around 350 mid-level donors (\$1,000-\$4,999), including some major donor prospects giving \$5,000 or more, appropriately tiering them based on interpretation of giving history, available research, and engagement potential.
- Manage the identification, solicitation, cultivation and stewardship of Mid-Level donors, in collaboration with Direct Mail and Marketing Team.
- Works collaboratively with IG team to execute a donor strategy that is measurable and support the fundraising revenue goal; assist with annual budgeting.
- Develops, cultivates, retains, and grows donor relationships by thanking, updating, and engaging donors to deepen their relationship with Feeding Westchester.
- Translate short and long-term strategies into targeted goals and actions to drive donor engagement and result in year-over-year renewals, with a focus on upgrading Direct Response donors into mid-level and into major gift supporters.
- Executes donor strategy through email, phone, meetings, site tours, mailed communication and timely follow-up, and records actions and new information in the donor database in an accurate and timely manner.
- Helps maintain accurate donor classifications in coordination with Development Operations team.
- Facilitates biannual portfolio refresh efforts, utilizing available analytics, and helps develop and implement strategy concerning pipeline into and out of mid-level program by analyzing mid-level prospects from direct mail stream, collaborating with recurring donor portfolio manager, and watching actions that indicate a donor should move into a Major Donor portfolio
- Conducts analysis, develops reports, and assists with updating strategy as needed for mid-level donor giving program.
- Helps schedule and provide briefs for donor meetings, when appropriate, for Director, Associate VP, VP or CEO.
- Partners with Corporate, Foundations, and Community Organizations team to identify and act on opportunities for overlap, growth, and prospecting.
- Assists Director, Individual Giving with event prospect strategy and cultivation

Peer to Peer (P2P):

- Co-manage growth of peer-to-peer program with Corporate and Community team to set goals and keep toolkits, templates and standards of practice up to date with a focus on stewardship and automation.
- Manage the identification, cultivation, and stewardship of Individual peer-to-peer captains in an effort to retain their advocacy, as well as efforts to convert them also into donors.
- Develop and cultivate captain relationships by thanking, updating, and engaging them to deepen their relationship with Feeding Westchester and grow their online fundraiser goals.
- Craft and execute a stewardship plan including updates, invites to events and town halls, reports, and thank you efforts in collaboration with Marketing and Communications team.
- Recruit, onboard, coach, and steward new and prospective team captains, with a focus on retention and acquisition.
- Coordinate mailing out of incentive gifts at the end of qualifying individual fundraisers.
- Facilitate conversation on marketing plan in coordination with marketing/communication team to engage new fundraisers through social media, with a focus on converting Facebook fundraisers to fundraisers on FundraiseUp.

General responsibilities:

- Researches donors and prospects, utilizing wealth screening tools, in coordination with Director, Associate VP, VP and CEO.
- Assists in writing donor communication and solicitation materials in collaboration with Development, and Marketing and Communications.
- Works collaboratively with Volunteer Team to help connect donors to mission as well as identify new potential donors.
- Represents and speaks on behalf of Feeding Westchester as assigned by Director, Associate VP, or VP.
- Performs other related duties and assignments as needed and always works in a collaborative manner with the larger Development Department.

POSITION REQUIREMENTS

Required Knowledge

- Strong project management and organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail; ability to meet deadlines in a fast-paced environment.
- Must be strong user of Raiser's Edge and Microsoft Office products.
- Very comfortable working with numbers, creating spreadsheets and performing data analysis.
- Strong interpersonal skills; ability to build relationships with staff and donors.
- Demonstrated proactive approaches to problem solving with strong decision-making capability.
- Resourceful team player, with emotional maturity and ability to be effective independently.
- Proven ability to handle confidential information with discretion.
- Demonstrates the highest level of customer/client service and response.
- Actively seeks opportunities and proposes solutions.
- Must have valid driver's license and use of a vehicle to ensure ability to travel independently for Feeding Westchester business.
- **And most important: likes to laugh and have fun!!! 😊**

Physical Requirements

- Ability to lift, carry, and set up a variety of promotional materials including electronics, materials in boxes, and table top screens (weighing up to 50 pounds).
- Ability to operate equipment such as pallet jack, metal cart, etc.
- Ability to pack, unpack and put away various materials.
- Prolonged standing, walking and bending in addition to sitting in front of a computer.
- Ability to access, research, read, review, enter and retrieve information from computer, hard copies and desk top publishing systems.
- Ability to give regular communications in person, writing, by email and by telephone
- Ability to travel independently in the daytime and evening to regional and national destinations.
- Ability to access all work sites of the agency.
- Ability to work in below 0°F temperatures for short periods of time.

Working Conditions

- Working inside a warehouse environment and Feeding Westchester offices.
- Working outside in all weather conditions in all Westchester communities
- Travel throughout Feeding Westchester service area.
- Ability to work irregular or extended hours.

The purpose of this job description is to provide an overview of the scope of the position. This is not a comprehensive list of duties/responsibilities. Other duties and responsibilities may be assigned.

ABOUT US

Feeding Westchester provides a competitive benefits package including paid time off, Medical/Dental/Vision coverages, 403(b) retirement plan with discretionary employer contribution, company-paid Life and LTD insurances, an Employee Assistance Program (EAP), and other ancillary benefits. Feeding Westchester is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services or any other category protected by law.

Feeding Westchester is committed to continually working to ensure we have an equitable and inclusive environment in place to support our diverse team. We strive to create professional growth paths for all who want them and a just culture that will support both internal collaboration and the work we do for our local community.

SALARY RANGE: \$65,000.00

Are you ready to work on fighting hunger? If so, apply here:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=7d4ec6c4-a7f9-4cdc-9105-678fd35808c9&ccId=19000101_000001&lang=en_US&source=CC2&selectedMenuKey=CurrentOpenings&jobId=501400