

JOB DESCRIPTION

Title: Manager, Individual Giving

Reports to: Associate Director, Development

Department: Development

I. OVERVIEW

The Manager, Individual Giving will report to the Development Associate Director and will lead Spence-Chapin's annual giving program, implementing engagement and cultivation activities leading to the renewal and upgrading of current gifts and the acquisition of new ones. The Manager, Individual Giving is an experienced fundraiser who will work closely with the Development Associate Director and other colleagues to create and execute strategic initiatives to strengthen and expand our individual giving donor base building a pipeline for future and major giving. The Manager, Individual Giving will be an integral part of the Development team and will be a key player in the maintenance and expansion of the organization's individual giving revenue stream. This is a full-time, in-office position with an annual salary range of \$65,000-\$75,000 commensurate with experience.

Spence-Chapin is a non-profit organization based in New York City that has been providing adoption services and adoption support for more than 110 years. At Spence-Chapin, we believe that every child deserves a family, and we work tirelessly to advocate for children in need of a permanent, loving home. Over our history, Spence-Chapin has served more than 25,000 children, women, and families through our main program areas: Comprehensive Domestic and International Adoption Programs; Birth Parent Services; Well-being Services; and International Humanitarian Aid through programs like our Granny Program to support children living in orphanages overseas.

Our work is made possible by the dedicated individuals on our staff. At Spence-Chapin we find joy in celebrating each other, our co-workers, and our clients. Everyone is treated with respect and dignity to strengthen the vibrancy of our community. We celebrate a culture of excellence, inclusivity, compassion, flexibility, and support. Spence-Chapin offers a competitive benefits package that includes full health benefits, generous PTO and holiday schedule, HRA & FSA plans, life insurance, retirement plan with employer contribution, paid maternity/paternity/ adoption leave, commuter benefits, and more. Being part of the Spence-Chapin team is being part of a legacy, which for more than 110 years has provided critical services to children, women, and families around the world

II. KEY PERFORMANCE INDICATORS & SKILLS

- Oversee the day-to-day operations of the Annual Giving program, including donor cultivation, solicitation, and stewardship activities.
- Maintain a portfolio of assigned donors and targeted prospects, implementing moves management protocols through the complete giving cycle, stewarding their relationship with Spence-Chapin to increase average gift size, reduce attrition rates, and build a major gifts pipeline.
- Work in partnership with the Events Manager on affinity group and volunteer committee engagement.

- Collaborate with the Marketing and Communications team on fundraising campaigns, donor outreach and acquisition efforts
- Initiate and maintain regular communication with annual donors through personalized phone calls, emails, and in-person meetings when appropriate to provide timely updates on the impact of donations and develop opportunities for further engagement.
- Utilize wealth screening tools to identify appropriate renewal and upgrade requests
- Coordinate strategies with other department plans, including the solicitation of planned, blended, and/or major gifts, as appropriate.
- Work alongside the Development Coordinator to ensure that gifts are batched timely and properly in the Raiser's Edge system.
- Research donors and prospects for Board and Leadership participation in development efforts providing written reports and materials as requested.
- Ensure the accuracy of contact information, relationship tracking, and other data in the Raiser's Edge system.
- Support the Development Team on other events, projects, tasks, and campaigns, as needed.

III. EDUCATION & EXPERIENCE

- Associate or bachelor's degree is strongly preferred.
- At least 3-5 years of fundraising or related experience required.

IV. TECHNICAL SKILLS

- Advanced knowledge and experience working with Raiser's Edge a plus.
- Proficiency in Microsoft Suite products (Word, Excel, Outlook) preferred.

V. KEY COMPETENCIES

- Exceptional oral communication skills.
- Strong written communication skills and penmanship.
- Outstanding organizational skills.
- Ability to work both independently and collaboratively on a team.
- Ability to take initiative in identifying and building new relationships.
- Ability to multitask and prioritize efficiently to meet goals and deadlines in a dynamic, fast-paced environment.
- Ability to make decisions and resolve problems as they arise.
- An action-oriented, adaptable, and innovative approach to work.
- High level of professionalism, integrity, accountability, and judgment.
- Familiarity with Raiser's Edge, NXT, or other Blackbaud products a plus.

This description is not intended to detail every aspect of your job/duties or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.