

## **Emma Norton Services Position Description**

**JOB TITLE:** Director of Development

**STATUS:** Full-Time, Salaried/Exempt

**REPORTS TO:** Executive Director

**SALARY RANGE:** DOQ

### **I. PURPOSE OF POSITION**

The Director of Development is responsible for maintaining and expanding the donor base; and securing financial support to meet current and anticipated agency needs to fulfill the organization's mission. To achieve these goals, this position will develop and implement the agency's fundraising strategies and activities related, but not limited, to: individual, community and corporate donors; grants and contracts management; and special events. This position works closely with the Strategic Planning Advancement Director to utilize consistent communication strategies throughout the organization. This position also supervises other development staff, which includes staff responsible for volunteer recruitment. The Director of Development acts as liaison to the Development Committee of the Board of Directors, and is a member of the Emma Norton Services Management team.

### **II. MAJOR DUTIES AND RESPONSIBILITIES:**

#### **A. Fundraising**

1. In collaboration with the Development Committee and Executive Director, creates, implements and oversees the overall organization's development plan to achieve annual budget goals for individual, community and corporate gifts; grants and contracts; and special events.
2. Identifies and seeks a diverse mix of financial support from individuals, community organizations, businesses and corporations; develops relationships that result in donations.
3. Develop and direct the agency's capacity to secure major gifts and planned giving opportunities.
4. Works closely with the Strategic Planning Advancement Director to develop and prepare a minimum of two annual appeal letters, three annual newsletters, and the organization's annual report.
5. Oversees the implementation of the donor information system with high expectations for accuracy, attention to detail and timeliness related to gift processing and donor acknowledgement.
6. Oversees and maintains online and credit card donation capability, and develops new avenues for giving.
7. Collaborates with the Director of Finance to reconcile donations and event income and expense items as needed.
8. Informs staff and board members on fundraising trends and on agency progress in development activities; prepares fundraising reports.
9. Communicates the fundraising plan to staff and assists the Development Chair in communicating and educating board members on carrying out fundraising strategies.
10. Serves as the Emma Norton Services staff liaison to the Development Committee; provides information as requested and keeps committee members informed on agency needs and developments.

## **B. Special Events**

1. Directs the strategy and implementation of event-based fundraising that secures funding, sponsorship, promotional and public awareness opportunities for the organization.
2. Collaborate with the Strategic Planning Advancement Director to promote any agency special events including but not limited to, the Annual Dinner, Voices for Victory, the All Nighter Challenge, and the 100 year Anniversary.
3. Manages event logistics to be either carried out by staff or volunteers in planning and producing special event including, but not limited to:
  - i. Manages event registration and ticket sales.
  - ii. Selects facilities.
  - iii. Selects and coordinates catering services.
  - iv. Arranges A/V and other technology needs.
  - v. Organizes and supports event volunteers.
  - vi. Organizes the Silent Auction.
  - vii. In collaboration with event committee members, secures event sponsors.
  - viii. Writes event scripts.
  - ix. Assists in arranging event speakers, emcees, and entertainment.
  - x. Designs event invitations, programs, and other event-related materials.
  - xi. Implements promotional campaigns for special events.
4. Works closely with program staff and program participants or alumni to share their personal stories, either in person or through video, at special events.
5. Develop materials for outside entities to assist them in hosting 3<sup>rd</sup> party events on behalf of the organization.

## **C. Supervision**

1. In conjunction with the Executive Director, makes recommendations about hiring, assigning, and terminating staff.
2. Performs employee evaluations.
3. Ensures that staff receive effective orientation and training.
4. Provides regularly scheduled one-to-one supervision to staff and facilitates effective team meetings.
5. Uses a variety of methods to train and supervise staff including, but not limited to, verbal and written instructions, demonstration, coaching, role modeling, role playing, observation, requesting written reports from supervisees, team meetings, and verbal and written feedback.
6. Approves time sheets and requests for time off, manages staff scheduling and staffing pattern.
7. Explains and implements agency policies, provides feedback to the Executive Director.
8. Monitors and fosters positive staff morale.

## **D. Other Duties as Assigned**

1. Serves as a member of the Emma Norton Services Management Team. Works closely with other management peers to ensure all necessary tasks across departments are completed effectively.

2. Participates in developing the agency's strategic plan and implements the plan as assigned.
3. Participates in All Staff meetings and functions
4. Participates in agency efforts to promote a mutually respecting, multicultural environment and participates in training opportunities related to economic, racial and cultural diversity, as requested.
5. Maintains up-to-date knowledge and expertise in areas related to job duties.
6. Accepts and performs additional other duties as they develop and are assigned.

**REQUIREMENTS AND PREFERRED QUALIFICATIONS:**

- A. Bachelor's degree in marketing, communications, or a related field, or equivalent education and experience.
- B. Three years of experience in development and fundraising, special events and public relations required.
- C. Up-to-date knowledge of fundraising, marketing, public relations, and communication strategies and techniques.
- D. Advanced skills using Microsoft Office and Publisher. Experience using customer relationship software.
- E. Experience creating and editing web site content.
- F. Comfortable speaking publicly.
- G. Ability to set priorities and work at own initiative.
- H. Ability to work with a high degree of accuracy, attend to details and meet deadlines.
- I. Ability to engage in long term planning and goal setting and follow through.
- J. Ability to think creatively to develop and implement systems to address organizational needs.
- K. Superior interpersonal skills, and excellent oral and written communication and presentation skills.
- L. Ability to work and relate effectively to people from a variety of socio-economic, racial, faith and cultural backgrounds.
- M. Ability to maintain professional boundaries and maintain confidentiality.
- N. Initiative and ability to exercise good judgment and problem solving in a wide variety of situations.
- O. Ability to work a flexible schedule.

**PHYSICAL AND MENTAL REQUIREMENTS:**

Physical effort is minimal, with lifting or carrying limited to no more than 25 pounds, intermittently. Documentation and report preparation may, at times, require extended use of a keyboard. Vision and hearing (may be assisted) must be adequate for communication with participants, colleagues, and other related parties, using the telephone, email, or face-to-face. Proficiency must be demonstrated in reading, writing, and basic arithmetic. Mental effort is also required for problem solving, analyzing data. Work is performed in a fast-paced environment, where interruptions may be frequent.