



# Donor Relations Specialist

## Why this position matters:

There are so many great organizations to donate to in the world. At A Child's Hope Foundation we want our donors to choose our organization over and over again. Some ways we feel that can be done is by being great at reporting back to our donors on what their donations were used for and making sure their donations are being used where they wanted them to go. We can not do that without having a relationship with them. Donor relation specialists are key to helping us know and build those relationships.

## What this role is all about:

A Child's Hope Foundation (ACHF) is seeking an outgoing and organized Donor Relations Specialist to communicate with donors on how their funds are being used in lifting orphans from surviving to thriving. The main responsibility of this role is ensuring that our donors' impact is clearly and consistently communicated back to them, both verbally and in writing. An ideal candidate will be able to build rapport instantly and be an effective collaborator and motivator who can provide clear and compelling data to demonstrate impact. It is vital that donors understand how important they are in changing the lives of the kids we serve!

The Donor Relations Specialist is responsible for managing the relationships of current donors and creating and implementing plans and strategies to improve donor retention, increase donor engagement, and broaden our base of support. The Donor Relations Specialist will be able to recommend the best fundraising approaches and causes that may appeal to individual donors, and will work closely with the Fundraising team. They will provide support and help organize fundraising events and campaigns as needed. This role will also work with the Director of Donor Impact and other department heads to gather data and reports to share with donors.

## Responsibilities:

- Uphold ACHF's brand through enthusiastic and positive interactions with donors
- Provide accountability to donors on the use of their funds as well as their measured impact through reporting processes

- Make phone calls to donors to build personal relationships and identify additional opportunities for donor involvement
- Listen to, and assess donor needs and interests; find alignment with, and develop strategies that could meet those needs within ACHF's mission and funding priorities
- Maintain accurate and detailed donor records in our database (Salesforce/Mailchimp)
- Generate trust among donors and potential donors by being authentically interested in their needs and interests
- Inspire donors to see ACHF as THE nonprofit that is providing effective solutions to Lifting Orphans from Surviving to Thriving
- Work with marketing to publicly validate the efforts of individual donors and volunteers and interact with them on social media
- Engage in the management of donors by ensuring the Executive Director and board members are involved in donor relations activities
- Identify and engage with, adapt to, and motivate various types of people and organizations
- Help organize and assist with fundraising events and campaigns
- Collaborate with Operations Team to provide meaningful local volunteer opportunities
- Collaborate with the Marketing Team to help with social media engagement, Ambassadors, and Fiesta Facilitator Parties

## **Required Skills:**

- Exceptional interpersonal skills - demonstrated ability to build positive and engaging relationships
- Donor-focused, listening to the needs, interests, and passions of the donor and partner organizations with an eye to connecting them with ACHF's work
- Persuasive at promoting an idea or vision and getting others to take action; ability to read people; a desire to help every donor maximize their aligned goals
- Present complex information into a simple and compelling message for maximum clarity, understanding, and impact
- Active listener, is open to new ideas and diverse opinions
- Effectively work across departments, teams, and groups
- Strong public presentation skills in one-on-one and small group settings
- Good computer skills and basic CRM experience



## **Weekly Hours Expected:**

5-10 hours per week

## **About Us:**

A Child's Hope Foundation (ACHF) is a 501(c)3 public charity that's mission is "Lifting Orphans from Surviving to Thriving." Please do check us out at [www.achf.org](http://www.achf.org) and look for us on FB and Instagram.

*To apply, email your cover letter and resume to [info@achf.org](mailto:info@achf.org).*