

Job Description

Job Title:	Development Manager	Location:	Santa Rosa
Department:	Development	Hours:	40 Hrs./Wk.
FLSA Classification:	Full-time, Hourly	Reports To:	Director of Development
Starting Salary Range:	\$25 – 30/Hr.		

SUMMARY

The Humane Society of Sonoma County's Development Manager works closely with the Director of Development & Communications to ensure the long-term viability of our vital mission for the animals. You will help to cultivate and nurture a robust, diverse, engaged family of donors who are passionate about animals and their welfare. With support from the Development Assistant and in coordination with the Communications team, you will maintain a complete and accurate donor database, oversee prompt and well-crafted donor acknowledgements, create and maintain critical donor communication mailing lists, and oversee special donor programs such as Humane Partners sustained giving. You will play a key role in the presentation of our award-winning annual fundraising gala and support other fundraising projects and events throughout the year.

DUTIES AND RESPONSIBILITIES

- Partner with the Development Assistant to implement the following duties and responsibilities in a timely and efficient manner in keeping with the HSSC Mission and Core Values.
- Manage and oversee the maintenance of our Donor Perfect database by:
 - Ensuring timely, accurate and efficient entry of new and continuing donor records and donation data.
 - Reporting as requested by the Director of Development & Communications, the Finance Director, and/or the Executive Director, including monthly performance reporting for distribution to the Board and reporting for our annual financial audit.
 - Working in consultation with Donor Perfect's customer service team and dedicated consultants to ensure optimal use of the database and speedy troubleshooting of technical issues.
 - Overseeing general organization and functionality of paper files and archives in compliance with all appropriate regulations and security/confidentiality guidelines.
 - Create and document prompt donor acknowledgments, both paper and electronic, individual and batch-processed, including memorial/tribute acknowledgements.
 - Other tasks as required.
- Assist the Director in growing our donor base through cultivation of existing, lapsed and new donor relationships, and contribution of fresh ideas to inspire giving.
- Collaborate with the Communications Team to develop new on-line donation portals, create content for existing donation portals, and develop new opportunities to inspire giving across our digital platforms.
- Compile mailing lists for direct mail, in-house appeals, and publications in coordination with Communications and your Director.
- Oversee Humane Partners sustained giving program and serve the needs of participating donors, including annual acknowledgements.
- Oversee Car Donation program and assist with other fundraising programs such as our Brick Project at the Healdsburg Campus.
- Manage legacy bequest giving, including contact with trustees/representatives, upkeep of tracking documents and donor records, and acknowledgements.
- Plan, prepare and present our annual Wags, Whiskers & Wine gala fundraiser in collaboration with the Community Engagement Manager and the Communications Team, including:
 - Assist in creation and management of the online event platform.
 - Create and maintain guest mailing lists, registrations, donations, acknowledgements, and follow up.
 - Assist with development and management of online and in person auctions.
- Manage and acknowledge outside employee giving via online corporate and government giving portals.

- Assist the Director in maintaining up to date HSSC profiles and optimal non-profit performance/integrity ratings on sites such as GuideStar and Charity Navigator.
- Access continuing education in fundraising best practices.
- Learn about and engage with other HSSC programs and their staff to speak knowledgeably about the organization.

SUPERVISION

This position reports directly to the Director of Development & Communications and has one direct report, the Development Assistant.

KNOWLEDGE, SKILLS, AND ABILITIES

- Relentless attention to accuracy and detail.
- Articulate and creative writing skills with limited dependence on AI support.
- Professional, patient, and compassionate person to person communication skills (phone, online, in-person).
- Ability to organize, prioritize and manage high-volume, multi-tasking workload.

QUALIFICATIONS

- Advanced database management skill and experience, preferably a donor database such as Donor Perfect.
- Advanced experience with MS Excel, including formulas and conditional formatting, and MS Word, including mail merge.
- Experience with a digital event platform such as OneCause a plus; willingness to learn an essential.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to sit at a desk for significant periods of the day.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move paperwork and files, up to 30 pounds.
- While performing the duties of this job, the employee is regularly required to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus.

Work environment:

Usually quiet, with some exposure to moderate noise levels (such as barking dogs, ringing phones). Employee will see, hear and interact with animals in the work environment.

NOTES

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however, it is not all-inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities.

I have read and understand this explanation and job description and am able to perform all duties contained herein.

Employee Name

Manager Name

Signature

Signature

Date

Date