



## **JOB DESCRIPTION**

**POSITION TITLE:** Director of Annual Giving

**REPORTS TO:** Chief External Relations Officer

**QUALIFICATIONS:** Bachelor's degree required; 5+ years related experience with annual giving responsibilities and supervisory experience; must be available to travel and work nights/weekends.

**SUMMARY:** The Director of Annual Giving is a key member of the External Relations team and is primarily responsible the strategic management and coordination of all organization-wide annual giving efforts. The position reports to and works closely with the Chief External Relations Officer to develop and implement well-defined strategies for the financial success of the organization. The position supervises an Advancement Officer, Donor Relations Officer, and Director of Community Outreach. The Director of Annual Giving must be able to demonstrate passion for the mission, creativity, teamwork, vision, adaptability, attention to detail, and collaboration in addition to showing expertise in strategy, planning, communication, mentoring and management. The Director shall uphold the code of ethics for the profession and for Crossnore School & Children's Home. The Director shall regard all information (resident, personnel, financial or business) as confidential. The position is full-time, year-round, benefits eligible, and exempt.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Lead and manage an Annual Giving Program
  - a. Set annual goals and benchmarks
  - b. Actively oversee fundraising strategy including but not limited to solicitation methods, segmentation and timing.
2. Work with Chief External Relations Officer to establish long term goals and objectives for annual giving
3. Coordinate annual giving solicitations and communications
  - a. Exhibit a hands-on approach to direct mail, email, special annual fundraising campaigns/initiatives and stewardship
  - b. Assist in creation of external content and collateral
4. Oversee and manage growth in the Hope Society and Circle of Friends
  - a. Develop strategies for new donor acquisition and growth
5. Cultivate and steward gifts from individuals by maintaining frequent contact with current donors and developing new relationships with prospects
  - a. Coordinate cultivation and stewardship meetings with prospects and donors for CEO and Chief External Relations Officer

6. Oversee special projects including but not limited to events (ex. golf tournament) and special fundraising initiatives (ex. Giving Tuesday) that support annual giving efforts
7. Manage gift entry accuracy, reporting and ensure all donors receive proper acknowledgement
8. Research individual donor and prospect information
9. Prepare Annual Giving Program reports

#### **OTHER DUTIES AND RESPONSIBILITIES:**

1. Provide strategic information and guidance to assist in developing goals, plans, and procedures for the External Relations division.
2. Represent the organization at local, regional and national public speaking events.
3. Adheres to the Agency's commitment to the Sanctuary Model of Care, S.E.L.F Model, Self Care, Seven Commitments and their respective tools to create a supportive, nurturing environment conducive to clients' spiritual, social, educational and emotional development.
4. Manages and supervises assigned staff. Supervision of staff includes recommendations for hiring and termination, documenting all supervisory meetings, including minutes, corrective action, disciplinary action, performance appraisals, etc. in a timely manner. Ensure staff receives appropriate training in relevant areas. Holds staff accountable for compliance with meeting program requirements, adhering to policies, procedures and providing duties as outlined in staff's respective job descriptions.
5. Communicates with and provides feedback to the Leadership Team, addressing any areas of concern or potential problems. Works in collaboration with other programs and services both on and off campus to assure that the mission and vision of Crossnore School & Children's Home is met.
6. Manages the department budget through participation in the planning process and regular oversight of expenditures.
7. Leads development and maintenance of positive relationships with supervisees.
8. Provides leadership to staff in providing excellent customer service, documentation skills and problem solving ability.
9. Participate in program development through agency and community committee memberships.
10. Demonstrate the ability to handle confidential information in accordance with agency regulations.
11. Demonstrate the ability to communicate well and relate in a respectful manner with clients, coworkers, and community professionals during the course of duties.
12. Promote a safe, secure environment in all areas of responsibility by adhering to all policies and procedures and all program guidelines pertaining to risk management.
13. Show good judgment related to work performance and ethical behavior.
14. Be responsive and sensitive to the cultural and ethnic differences among staff, students, cottage groups, and families served.
15. Use Crossnore School & Children's Home resources efficiently and conservatively, including time, facilities, vehicles, equipment, supplies and funds.
16. Participate in meetings per agency policy.
17. Present a positive, helpful, and professional image of Crossnore School & Children's Home in personal appearance and attitude.
18. Participate in regular performance evaluations and attend training opportunities to enhance professional growth.

19. Assume responsibility for professional development through appropriate use of supervision (clinical/individual or group) and attendance at classes, workshops, etc. to improve professional skills.
20. Demonstrates the ability to take supervisory direction as well as work independently using sound judgment.
21. Ensure the provision of quality services through participation in Crossnore School & Children's Home's Performance Quality Improvement (PQI) process.
22. Ensure compliance with all applicable standards of practice.
23. Actively promote the mission, values and purpose of Crossnore School & Children's Home.
24. Perform other duties as assigned by the Chief External Relations Officer.

**DAYS/HOURS OF POSITION:**

Monday-Friday: 8:30 a.m. - 5:00 p.m.

Evenings, weekends and travel are required.

*The above list is not all-inclusive. Other responsibilities may become necessary in the course of working routines and therefore be required.*

\_\_\_\_\_ *I understand that this job description does NOT constitute a contract for employment and that Crossnore School & Children's Home may exercise its employment-at-will rights at any time.*

\_\_\_\_\_ *I understand that this job description is a guide and is subject to change without advance notice to me. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time, due to reasonable accommodation or other reasons.*

\_\_\_\_\_ *I certify that I am able to perform the essential functions of this position as outlined in this job description.*

\_\_\_\_\_ *I have received and read this job description. I understand these responsibilities and am ready to fulfill them to the best of my abilities.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CSCH Representative Signature

\_\_\_\_\_  
Date