

## **Ronald McDonald House Houston Stewardship Manager: Major Gifts**

**FLSA STATUS:** Exempt, Full Time, Monday – Friday, after hours work is expected

**REPORTS TO:** Chief Advancement Officer

**OVERVIEW:** Responsible for identification, cultivation, and solicitation of individual major gift prospects/donors. Works closely with the CEO and CAO and uses Raiser's Edge to segment then target constituents most likely to grow their giving over time. Develop and manage a major gifts acquisition program for major gift prospects of RMHH. In addition to this person's maintaining their own robust prospect portfolio, assists the CEO and CAO in creating his/her principal gifts portfolio and assists with the cultivation and solicitation of prospects.

### **RESPONSIBILITIES**

#### **Fund Raising:**

- Actively fund raise on behalf of RMHH (i.e. gift solicitation, follow up and stewarding donor/participant relationships)
- Meet and/or exceed revenue goals

#### **Interpersonal Interactions:**

- Identify individuals who have capacity to increase giving over time.
- Ability to quickly form and build rapport with these individuals
- Create a plan for nurturing authentic relationships with RMHH so the donor would consider giving when asked

#### **Technology:**

- Using Raiser's Edge identify and assess RMHH donor segments (excluding direct mail, event and foundation donors)
- Review segment statistics to identify giving trends and donors/prospects who have potential to increase relationship with RMHH
- Use wealth screening tools to assess potential of RMHH donors who are under the radar
- Document pertinent conversations, donor's individual history and action plans in Raiser's Edge's prospect tracking system

#### **Communications and Marketing:**

- Create individualized marketing and communications strategies for each identified constituent
- Create professional "Leave Behind" documentation that can be customized as needed
- Give tours of RMHH programs and attend events to engage prospects and donors
- Capable of promoting RMHH's mission and programs to prospect and donors

#### **Financial Accountability:**

- Understand fund raising revenue goals and create strategies to meet them
- Manage expenses responsibly.

#### **Additional Responsibilities:**

- Coordinate annual Holiday Cards program
- Attend fund raising events and other RMHH programs or meetings that may occur outside of normal business hours

### **QUALIFICATIONS**

- Bachelor's Degree plus 5 – 7 years of professional experience in the non-profit arena, specifically working in individual donor management and multiple aspects of fund development

- Experience with major gifts and prospects moves management
- Excellent customer service skills: ability to establish quick rapport with strangers and community leaders, focused listener, provides immediate and accurate follow-up, positive demeanor
- Diplomatic, poised and trustworthy in order to work with donors and prospects, Board of Directors, and volunteers
- Excellent organizational skills, and attention to detail in verbal and written communications. Ability to meet or beat deadlines without sacrificing work quality or relationships with colleagues, vendors and constituents
- Works independently and takes appropriate initiative
- Proficient knowledge of technology, social media and e-mail marketing
- Knowledge of Raiser's Edge or a similar donor data base, ability to run donor reports and segment lists that target potential constituents

This job description reflects an assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. Other duties and tasks may be assigned to this job at management discretion.

#### **Physical Demands:**

The physical demands 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.

- While performing the duties of this job the employee is regularly required to walk, sit and stand; use hands to finger manipulation, handle, feel, reach with arms and hands, and talk or hear
- The employee may be required to lift to 10 pounds
- The vision requirements include close, distance, peripheral, and depth perception

#### **WHO WE ARE**

Ronald McDonald House Houston (RMH Houston) offers a home away from home providing care, compassion and hope to families with seriously ill children being treated in Texas Medical Center member institutions. For more than three decades, we have been helping families with seriously ill children stay close together during difficult times. Today, that vision has grown to include the Holcombe House, a free-standing 70-bedroom home for longer-term stays; a house inside Texas Children's Hospital with 19 bedrooms; a house inside Children's Memorial Hermann Hospital with 14 bedrooms; ten family rooms inside Texas Children's Hospital; and a family room inside MD Anderson Children's Cancer Hospital.

#### **HOW TO APPLY**

If you are interested in joining this team in service to our community, please email your resume and cover letter to Lisa Estes, [lestes@rmhhouston.org](mailto:lestes@rmhhouston.org) (713-795-3587).

In the subject line of your email, please include your name and the job title for this position ("Yourname – Stewardship Manager: Major Gifts").