

**Role:** Donor Experience Manager  
**Reports To:** Chief Resource Development Officer  
**Hiring Salary:** \$50,000-\$56,000  
**Time Commitment:** Full time, exempt, 40 hours/week including some evenings and weekends  
**Benefits Include:** Medical, Vision, Dental, Vacation Days, 12 Holidays, Reduced Summer Hours, Sick Leave, 401(k) (Match after one year of service)  
**Organization:** Esperança

If you have always wanted to make a difference in a fast-paced, fun, and supportive environment, in an organization with people who reflect the communities it serves, and you believe in a future where everyone has access to high-quality health, education, and economic opportunities - then Esperança has the job for you!

To further its mission, Esperança seeks a Donor Experience Manager to help raise money to support high-impact programs and services for underserved populations in the United States and abroad.

Esperança builds optimal social, mental, and physical health in under-resourced communities across the globe, taking care of urgent needs so that people can focus on their families' futures.

Whether we're serving right here in Arizona or in other countries, our unique approach is rooted in the belief that no matter what, the community comes first. It's not our place to tell people what they need – our job is to listen. That's why we provide a wide range of services that respond to the unique needs of any given community. Whether we're launching a medical intervention, providing essential health education, or serving freshly-prepared meals, we work collaboratively with the communities we serve, acting in partnership to remove barriers and provide direct service.

This role will serve as a key member of the Development Team and be responsible for helping Esperança reach its annual fundraising goals by building and deepening relationships with existing donors, identifying and soliciting new donors, and ensuring continued and increasing philanthropic support. The position will manage and collaborate with team members to develop a blended portfolio of individuals who give in the mid to major levels.

Thank you for your time and consideration. If you'd like to apply to join this amazing organization, please submit your cover letter and resume via email to [\*\*Development@Esperanca.org\*\*](mailto:Development@Esperanca.org)

We look forward to the opportunity to speak with you!

**Position Description:**  
**Summary:**

Working as a key member of the Development Team, the Donor Experience Manager will be responsible for helping Esperança reach its annual fundraising goals by building relationships with existing donors, identifying, and soliciting new donors, and deepening donors' relationship

with the organization and ensuring their continued and increased philanthropic support. The position will manage and collaborate with team members to develop a blended portfolio of individuals who give in the mid to major levels.

### **Donor Experience Manager Core Work**

- Develop and implement cultivation strategies for sustaining Individual Donors. (monthly and annual) including invitations, phone calls, emails, personal notes, etc.
- Expand and improve our current Circle of Hope recognition program
- Develop and implement stewardship strategies for loyal long-time donors.
- Coordinate ongoing donor recognition and stewardship of Esperança mid-level to major donors utilizing all elements of donor recognition such as outlined in the Stewardship Matrix.
- Designs and activates stewardship strategies to retain and upgrade giving.
- Work with colleagues on marketing team to develop individualized annual Impact Reports for all major donors (\$5K and up).
- Conduct individual and group calls, visits and surveys with donors and prospects, for the purpose of field research, cultivation, solicitation, and stewardship with a focus toward securing individual gifts

### **Portfolio Management and General Development Activity**

- Tracks prospects and donor contacts in a portfolio using the organization's CRM and tracking methods, ensuring that all donor information and special requests are recorded and accomplished.
- Reports on quarterly fundraising plan progress metrics and key performance indicators based on donor engagement.
- Performs other duties as assigned.

### **Position Qualifications:**

The Donor Experience manager will be an engaging and high energy individual with a passion for increasing opportunity for Esperança participants. Talented, experienced development professional who can authentically connect with donors and possesses a keen attention detail to their work.

This results-oriented position is relationship-driven and will be a key driver to propel the fundraising capacity of Esperança's fund development efforts. This is a mid-level role requiring a minimum of an associate's degree and 2-4 years of experience in fundraising, with demonstrated success. The ideal candidate for this position will possess the following qualities and attributes:

- A customer service approach and willingness to go the extra mile in service of our mission, donors, volunteers and colleagues.

- Ability to establish, cultivate and steward strong professional relationships with stakeholders to build partnerships and trust while aligning their passions with the mission, priorities and goals of Esperança.
- Self-motivated, able to manage multiple projects well, working both independently and as a member of the development team. Be able to multitask during daily work schedule
- Ability to work evenings and weekends as required;
- Exceptional interpersonal, written, and oral communication skills.
- Commitment to representing Esperança with enthusiasm, warmth, and professionalism.
- Fluency in both English and Spanish is desired.
- Ability to organize and prioritize work with a proven ability to meet deadlines and function in stressful situations. Ability to follow directions and accept constructive criticism.
- Microsoft Word, Excel, and PowerPoint skills required; strong familiarity with Bloomerang or other CRM systems and procedures a plus.
- Ability to travel throughout the state and internationally for hands-on donor trips.
- Valid AZ driver's license, reliable transportation, and ability to show proof of registration/insurance.
- Fingerprint clearance or ability to obtain fingerprint clearance; must maintain clearance.

#### Equal Employment Opportunity

Esperança provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.