



Make-A-Wish Foundation® of Metro New York and Western New York
ASSOCIATE, DONOR CARE

Job Title: Associate, Donor Care	Location: Manhattan, NY/Lake Success, NY
Reports to: Director, Corporate Relations	
Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
<u>Position Overview</u> The Associate, Donor Care provides support for development-related activities for the organization's top corporate, individual and foundation donors as well as prospective donors. Reporting to the Director, Corporate Relations, the Associate, Donor Care supports the Director, Corporate Relations, Director, Philanthropy and the Chief Development Officer. This is a detail-oriented role that requires excellent administrative and organizational skills, formal written and oral communication skills, diplomacy, professionalism as well as the ability to prioritize multiple assignments.	
<u>Duties & Responsibilities:</u> Administration <ul style="list-style-type: none">▪ Draft and proof-read important correspondence such as proposals, sponsorship decks, funding plans, policies, agreements, and other materials.▪ Draft and proof-read select communications such as letters, newsletters, e-blasts, invitations, recognition vehicles and other materials.▪ Creatively and logistically support donor stewardship and prospect cultivation. This includes arranging meetings, gifts and other related items or experiences.▪ Manage and track the department's funding menu for recording all designated gifts.▪ Conduct and track donor/prospect research as needed.▪ Assist in coordinating meetings, preparations and follow-up which may occasionally involve taking minutes.▪ Ensure accurate record keeping of staff activity and donor/prospect information in Raiser's Edge.▪ Create queries and reports and other data management support as needed.▪ Familiarize with top supporters and activity to support successful relationship-building for the organization.▪ Create and update pages for the chapter's online platform for top donors and prospects as needed.▪ Liaise with related staff to ensure accurate gift processing and record keeping.	



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- Develop and manage all related files and support resources for these high-level relationships.
- Manage and track portfolio expenses for Corporate Relations and Philanthropy.
- Arrange travel, accommodations and track expenses for the Director, Corporate Relations, Director, Philanthropy and the Chief Development Officer.
- Maintain compliance with Make-A-Wish America brand standards and policies.

Wish Families

- Be the first responder to Wish Families wanting to be involved with fundraising and events.
- Liaise with Wish Families as needed to support high-level development activities. This may include arranging event participation, transportation and logistics.
- Track and manage Wish Families who want to support Development activities for the department.

Other Responsibilities

- Liaise with the Special Events staff to support stewardship events as needed.
- Liaise with Make-A-Wish staff as needed.
- Accept donations from callers who wish to donate over the phone.
- Act as an ambassador for Make-A-Wish supporting positive brand awareness.
- Other duties as assigned.

Competencies

Communications - Exhibits good listening and comprehension; Expresses ideas and thoughts verbally; Keeps others adequately informed; Selects and uses appropriate communication methods.

Customer Service - Displays courtesy and sensitivity; Manages difficult or emotional situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service.

Dependability - Commits to doing the best job possible; Follows instruction; Keeps commitments; Meets attendance and punctuality guidelines; Responds to requests for service and assistance; Takes responsibility for own actions.



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Planning & Organization - Integrates changes smoothly; Plans for additional resources; Prioritizes and plans work activities; Sets goals and objectives; Uses time efficiently; Works in an organized manner.

Quality - Fosters quality focus in others; Improves processes; Measures key outcomes; Sets clear quality requirements; Solicits and applies customer feedback;

Use of Technology - Adapts to new technologies; Demonstrates required skills; Keeps technical skills up to date; Troubleshoots technological problems; Uses technology to increase productivity.

Education and Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree required.
- Minimum 3 years of experience supporting annual giving, high net worth supporters, prospect research, gift planning or corporate relations required.
- Must be skilled working in Raiser's Edge.
- Extensive knowledge of Microsoft Office Suite.
- Excellent organizational skills, attention to detail and strong prioritization ability.
- Success in managing multiple deadlines and able to multi-task.
- Ability to meet deadlines and deliver high-quality work.
- Experience working in events preferred and an interest in fundraising desirable.
- Excellent verbal, presentation and writing skills, with active listening skills.
- Professional, confident and driven work style with a positive, team-oriented spirit.
- Demonstrates the highest level of personal and ethical standard with the ability to represent the organization professionally and responsibly.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All staff may be required to perform duties outside of their normal responsibilities as needed. The employee is expected to adhere to all company policies.

How to Apply

Make-A-Wish has retained PNP Staffing Group to lead this search. Interested candidates should email a cover letter with salary requirements and resume to Arlene Shapiro, Executive Recruiter at: ashapiro@pnpstaffinggroup.com. **Application deadline is Friday, May 11th.**