



Donor Engagement Officer

Attention all mission-driven, relationship building, portfolio managing, donor loving fundraisers!

Alameda County Community Food Bank—the East Bay’s hub of hunger-relief efforts—is on the lookout for an outgoing, strategic, and creative rock star to join our organization as the **NEW Donor Engagement Officer!** (focusing on Mid-Level and Monthly Donors)

Are you an experienced fundraising professional who believes Monthly Donors are the Power House of Annual Fund? Do you lay in bed at night thinking about how to encourage Mid-Level (\$1,000-\$9,999) Donors to give more... from their DAFs? (Just kidding about lying awake at night – we encourage healthy work-life balance!) Do you want to apply your donor cultivation skills to inspire community members to share their resources to end hunger? Are you interested in the root causes of hunger and the work of food banks within the larger food system? If so, Alameda County Community Food Bank could be looking for *you* as our next Donor Engagement Officer!

A candidate who will be successful in this position...

- Is a seasoned fundraising professional with success in moving Mid-Level and/or Monthly donors up the pipeline
- Is a team player who can effectively collaborate with roles across Development, from event planning to developing collateral to donor cultivation
- Is enthusiastic about ACCFB’s mission, food justice, and making change in our community

The ideal candidate is also tremendously organized and able to simultaneously manage multiple projects with near- and long-term deadlines. Most importantly, they know how to have fun with the work, even while it’s serious.

Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of food justice efforts for 40 years. As one of the most efficient direct-impact organizations in the country, few nonprofits are as well-respected — or have a bigger impact on the community — as us. We are a dedicated group of mission-driven people who will provide enough food for ~45+ million meals this year for 1 in 4 county residents facing food insecurity. But that barely scratches the surface of all our work. We’re changing lives ... we’re forward thinkers who encourage innovation ... we’re proud of our work ... and we’re having fun doing it!

Our strategic plan sets a bold trajectory for the long-term work required to dismantle the systems that perpetuate hunger and poverty, including racism. Our staff regularly engage in conversations about race, class, power, and privilege as part of our organizational commitment to equity, diversity, inclusion and belonging. Please learn more about our efforts at www.accfb.org.

ESSENTIAL DUTIES AND RESPONSIBILITIES

A key member of the Annual Fund team, the Donor Engagement Officer is responsible for deepening the engagement of Mid-Level (\$1,000-\$9,999) and Sustaining Donors and moving them to their highest giving potential by qualifying, stewarding and soliciting them through active outreach, relationship building and segmented, multi-channel communications. This position reports to the Director of Development and collaborates extensively across the entire Development Division.

- STEWARDSHIP/CULTIVATION

- In collaboration with Director of Annual Fund, plan, implement, and evaluate fundraising strategies for Mid-Level and Sustaining donors; enhance current direct response program to increase engagement
- Work with Development Division to develop, expand and implement a hybrid communications and cultivation strategy that incorporates mass digital and print communications and 1:1 personalized touch points to increase “Points of Engagement” for donors

- Develop and manage donor cultivation activities including in-person cultivation experiences – such as Donor Volunteer Sorts, tours and other cultivation events in collaboration with Leadership Gifts team, develop the Mid to Major Gifts Pipeline, including outreach communications and in-person cultivation opportunities
- Qualify donors across both segments to create and manage a portfolio of 500-1,000 donors for increased stewardship/Moves Management
- Solicit donors by conducting virtual or in-person meetings, phone conversations and emails to meet financial goals
- Actively participate in donor cultivation events, including evening and weekend events as necessary

- ANALYSIS/ADMINISTRATION

- Campaign reporting, analysis and evaluation, to evaluate effectiveness of tactics and evolve strategy
- Assist with fundraising copy on Sustainer and Mid-Level campaigns, including direct response (print and digital) and gift acknowledgements
- Ensure all donor communications, interactions and relevant information are accurately tracked in salesforce
- Collaborate with Director of Annual Fund to measure performance, identify trends and reassess portfolio on an annual basis
- Work in collaboration with Development Operations to provide exceptional customer service for Mid-Level and Sustainer donors, as needed
- Coordinate with Development Operations on relevant elements such as reactivating lapsed donors, special acknowledgments, and referrals from customer service calls

- ALL OTHER DUTIES, AS ASSIGNED

KNOWLEDGE, SKILLS AND ABILITIES

- 3-5 years of experience in fundraising with 2-3 years focused on relationship building with donors, including sustainers and/or mid-level donors; Soft skills necessary to identify donor motivations
- Superior internal and external customer service skills including empathy, diplomacy, patience and problem-solving.
- Ability to develop and maintain collaborative and professional relationships.
- Experience with complex project management, setting and driving timelines and deliverables, building consensus in a fast-paced environment, and effectively managing vendor relationships.
- Ability to prioritize, manage time efficiently, complete projects within tight timeframes and effectively manage multiple projects simultaneously.
- Superior computer skills including MS Office Suite, fundraising databases/CRMs - experience with Salesforce a plus.
- Strong analytical skills to monitor and evaluate campaign outcomes. Ability to research and assess information with sharp critical thinking. Experience applying analytical outcomes to evolve a program.
- Exceptional written and verbal communication skills and the ability to creatively engage others in the organization's work.
- Ability to work with a high degree of autonomy and accountability and be a strong team player with people of diverse backgrounds/circumstances.
- Positive attitude; proactively seek, provide and incorporate feedback
- Strong troubleshooting and problem-solving skills; solution-oriented critical thinker
- Ability to occasionally attend work functions outside of normal work hours, on weekends and evenings
- Access to reliable transportation and ability to attend planned and spontaneous off-site duties.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's mission, vision, and values of Belonging, Accountability, Transparency, Community, Hope. Passion and drive towards an equitable society where people of all races, ethnicities, genders, sexual orientations, and economic circumstances can thrive.
- A proactive and creative problem solver who thrives under pressure and knows how to drive for results.

- Sees opportunity in challenges. Flexible and adaptive, with the ability to quickly pivot and overcome project setbacks.
- Impeccable integrity and honesty; ability to process and handle confidential information with discretion.
- Intellectual curiosity, inquisitive nature, excellent listening and problem-solving skills
- Strong work ethic with an orientation toward constant innovation and process improvement.
- Engaging, persuasive, outgoing and possessing a sense of humor deftly combined with a can-do attitude.

PHYSICAL REQUIREMENTS

This work is located in an office environment. Physical activities necessary in the performance of this job include: sitting at a computer workstation for up to five hours at a time; moving throughout the 118,000 sq ft. Food Bank facility in performance of duties; carrying up to 30 lbs. on occasion; conducting donor tours in warehouse; communicating in clear speaking voice in person, before large groups and over the phone; interpreting instructions and questions when asked; operating computer equipment. Minimum Days on-site: 2 days/week, with Tuesdays a required anchor day.

COMPENSATION & BENEFITS

This is a full-time, exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (37.5 hours per week, one-hour unpaid lunch). The non-negotiable starting salary for this position is \$39.17/hr. (\$76,381.50 annualized). We offer an outstanding benefit package including:

- Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield HMO or PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off starting at: 15 vacation days, 12 sick days, 11 holidays, and four paid early closures annually.
- Pre-tax Flexible Spending and Commuter Accounts.
- Employer-paid life, AD&D & LTD insurance, as well as buy-up options for increased coverage.
- 403(b) plan available on the first day with employer match after one year. Fully vested after three years.
- Employee Assistance Program for employees and dependents.
- Free ongoing 1:1 financial coaching and access to an interest, service fee and credit requirement-free short-term loan program after six-months on staff.

Union Representation: ACCFB is in partnership with and has a newly established labor union for a portion of our staff. This position is NOT part of the labor union OPEIU, Local 29 at this time. This role may be admitted into the Union in the future.

If you meet these qualifications and want to join our mission, please submit your resume and answer the application questions on our careers page located at accfb.org/careers.