



Donor Experience Manager Position Description

Location: Irvine, CA
Department: Development
Reports To: Director of Annual Campaign
Status: Full-Time, Exempt, Salary: \$73,000 - \$77,000/year (DOE)
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15 + Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan and Employee Assistance Program paid by employer.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank of Orange County that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

POSITION DESCRIPTION:

The Donor Experience Manager is responsible for growing revenue through strategic relationship-based management of mid-level donors. This role balances direct management of a defined donor portfolio with broader personalized cultivation and stewardship of the full mid-level donor audience.

The Donor Experience Manager focuses on strengthening donor retention and increasing giving across the mid-level donor audience, reengaging lapsed donors, engaging supporters with high wealth capacity, qualifying supporters with major gift potential, building a strong, sustainable pipeline of future major gift donors. All work is expected to be completed in alignment with the organization's core values.

ESSENTIAL JOB FUNCTIONS

Partner with the Director of Annual Campaign to implement a structured mid-level giving strategy aligned with department revenue goals.

• Mid-Level Donor Portfolio Management (50%)

- Manage an assigned portfolio of donors giving between \$5,000–\$10,000 annually, with direct responsibility for annual renewal and increased giving. Proactively plan and execute personalized cultivation, solicitation, and stewardship strategies to retain donors, deepen engagement, and grow year-over-year giving.
- Identify and qualify donors with major gift potential and coordinate strategic transitions to the Major Gift Officer when appropriate.

• Mid-Level Donor Relationship Management (40%)

- Cultivate and steward all donors giving between \$1,000-\$10,000 through tiered, personalized outreach at scale, including segmented calls, meetings, emails, handwritten notes, tours, and mission-focused experiences.
- Reengage lapsed \$1,000+ donors through targeted, data-informed strategies focused on renewal and reactivation.
- Conduct personalized outreach to donors with high wealth capacity indicators who have not yet made a significant gift, in coordination with Development leadership and Major Gifts, to qualify interest and readiness for deeper engagement.
- Collaborate with Major Gifts, Data Support, and Donor Relations teams to ensure clear donor ownership, coordinated stewardship, and consistent messaging across the donor lifecycle.

- Utilize CRM systems to document donor interactions, monitor trends, and support pipeline management and revenue forecasting for the mid-level program.
- Support donor engagement opportunities, including tours, small gatherings, and mission-focused experiences, as part of a broader mid-level stewardship strategy.
- **Leadership, Accountability & Growth (10%)**
 - Participate in professional development opportunities to strengthen fundraising, donor engagement, and relationship management skills.
 - Meet organizational deadlines and maintain accurate, timely documentation of donor activity.
 - Contribute to a culture of continuous improvement, collaboration, and accountability within the Development team.

QUALIFICATIONS:

- **Abilities**
 - Ability to adapt to changes of routine and pace of activity due to unpredictable demands without loss of efficiency or composure
 - Ability to manage projects under pressure, balance competing priorities, and meet deadlines
 - Ability to analyze information from many sources and create viable solutions to problems
 - Ability to follow written or verbal instructions
 - Ability to use Microsoft Office applications and donor CRM systems
- **People Skills Expectations**
 - Dedication to developing excellent relationships with colleagues and external constituents
 - Speak confidently and enthusiastically in small and large public settings
 - Comfortable interacting with high-level constituents with tact and composure
- **Work Habits and Professionalism Expectations**
 - Handle sensitive and confidential information appropriately and with discretion
 - Receive direction and constructive criticism and be coachable
 - Work independently and move projects forward with minimal supervision
 - Follow-through and complete projects and tasks in a timely manner

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Regularly required to stand, walk, reach, and use hands
- Extended periods of sitting while working on computer
- Occasionally required to stoop, kneel, and crouch
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location
- Lifting required for event set up (20-25 lbs.)

REQUIREMENTS:

- Bachelor's Degree and 3-5 years of relevant experience in fundraising, donor relations, or related fields
- Must be fully proficient in the English language
- Experience with job functions of the position a strong plus
- Valid Driver's License and vehicle insurance to be able to drive throughout Orange County
- Flexibility to work weekends and evenings

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind

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

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer.

To apply, visit <https://feedoc.org/careers/>