Big Brothers Big Sisters of Metro Milwaukee, Inc. Position Description

Job Title: Director of Development  
Reports to: President & CEO  
Department: Development  
FLSA Category: Exempt  
Date approved: June 2022

POSITION SUMMARY
The Director of Development is responsible for the direction and oversight of Big Brothers Big Sisters of Metro Milwaukee's fundraising efforts. The position manages all fund development efforts to meet revenue goals including annual campaign, individuals, foundations, corporations, government grants, and special events. Department goals include annual revenue, retention of current donors, increased new donors, and increased new revenue. The Director of Development demonstrates the ability to construct, articulate, and implement annual strategic development plans in collaboration with the development team. The Director of Development works as part of the leadership team to further the agency’s mission, vision, and long-term strategic direction. This position leads a team of three FTE’s and works directly with the CEO as a member of the development team. This critical role also works directly with Board Committees, Board Teams, and external partnerships as deemed necessary.

High energy and passion for Big Brothers Big Sisters mission is essential.

QUALIFICATIONS

Education
- BA/BS is required, MA or Certified Fund Raising Executive (CFRE) is preferred.
- Raiser’s Edge or similar donor database experience helpful

Experience
- Minimum of five years’ experience with multi-faceted fund development, including direct supervision of paid staff
- Proven track record of achieving revenue goals, development metrics (including new donors, high retention, new revenue initiatives, and managing a portfolio of active donors)
- Management experience is required; building and leading a team including hiring, motivating, and evaluating team members
- Must have a successful history of active fundraising with a hands-on role of donor contact, cultivation, and stewardship
- Budget management and forecasting experience are required

Competencies and Skills
- Strong managerial skills to lead a team to success by garnering employee engagement, enforcing staff accountability, and effectively managing change
- Results oriented; ability to create an environment of accountability and urgency that motivates team members to meet annual development goals
- Demonstrated ability to think critically, creatively problem-solve, and use data analysis for sound decision-making. Highly developed planning skills, goal setting, and performance evaluation
- Flexible and adaptable style; a leader who can positively impact both strategic and tactical fundraising initiatives. A professional with the ability to manage multiple priorities and projects at one time with accuracy and timeliness
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels of seniority within and outside of the agency
- Collaboration; ability to work effectively with development team and agency colleagues, promoting cross-functional execution, analysis, and team work
- Strong organizational and time management skills with an exceptional attention to detail
- Excellent communication skills, both written and oral; ability to influence and engage a wide range of donors and build long-term relationships
- Ability to maintain confidentiality throughout daily operations and communications
- Strong relationship development, solicitation, stewardship, and cultivation skills
• Advanced computer literacy skills required; experience with Raiser’s Edge is a plus

RESPONSIBILITIES

Staff Management
• Directly supervise Development Team comprised of Development & Database Assistant, Grants Manager, Special Events Coordinator, and volunteer committees with Board representation
• The Director of Development will need to combine a hands-on fundraising role with specific responsibilities and maintain the strategic direction of the department
• Create and foster a climate of excellence for all development employees with expectations and pathways to meet established goals
• Create and maintain a donor-centered fundraising team and culture
• Add value to the current development team of talented professionals by functioning as a thought partner, colleague, and hands-on participant of the team to meet shared goals

General Fundraising Responsibilities
• Have primary responsibility for all development efforts and activities including identifying and building relationships with new and prospective donors, active direct face-to-face solicitations, and follow-up. Prioritize donor solicitation, cultivation and stewardship. This includes strategic proposal development, in-person meetings, donor presentations, and BOD coordination
• Nurture relationships with current and potential donors, including individuals, foundations and corporate givers; design and implement a strategic stewardship plan, including donor cultivation, recognition, and special events. Must prioritize building external relationships with in-person, or virtual if necessary, contact and manage an active donor portfolio
• Support and partner with the President & CEO to lead all major fundraising initiatives including but not limited to; creating a multi-year, strategic fund development plan to include major gifts, annual campaigns, special events, and grant writing to raise approximately $3.5 million annually
• Oversee research of funding sources and trends, with foresight, to help position BBBS ahead of major funding changes or shifts in focus
• Thorough evaluation and ongoing analysis using data and critical thinking practices to proactively manage fundraising opportunities and potential concerns. Provide accurate and timely development reports including weekly status reports, end of month reconciliation with finance, and bi-monthly board reports
• In coordination with the Development & Database Assistant, manage Board of Directors Team Development Program to ensure and increase board member engagement including Team Captain selection, meetings, communication, assignments, and follow-up
• Donor research, gathering historic donor data, reporting, developing cultivation plans as deemed necessary, and working directly with all major donors and supporters

Database Development and Maintenance
• Supervise and support Development & Database Assistant to ensure quality donor database systems, procedures, and maintenance are implemented to monitor donor activity and satisfaction
• Provide guidance, direction, and support to Development & Database Assistant. Recognize strengths, acknowledge success, and assist with areas of growth and development
• Utilize Raiser’s Edge for strategic analysis, timely data entry, gift processing, accuracy, and donor recognition
• Provide detailed reports using RE to track, evaluate, analyze, and project results of fundraising efforts to drive continuous improvement and results

Grants Management
• Supervise and support Grants Manager by providing direction & guidance, coordination of the development of the annual operating plan, strategy development, and feedback. Recognize strengths, acknowledge success, and assist with areas of growth and development
• Coordinate grant proposal development with Grants Manager including writing, editing, gathering donor guidance, and direction. Actively participate in grant process from start to submission
• Work in partnership with VP of Community Engagement to fulfill grant requirements as they relate to service delivery, outcomes, and reporting
• Lead the agency in grant and contract compliance. Ensure all reporting requirements and proposal deadlines are met on time
• Direct all parties involved in grant and contract application and reporting submission, including program and finance staff, to consistently achieve high-quality results

Special Event Management
• Supervise and support Special Events Coordinator by providing direction & guidance, annual operating plan, strategy development, and feedback
• Assist in managing three signature special events with annual operating plans (Golf, Gala, Bowl for Kids Sake) to meet annual revenue goals
• Take management role in overseeing internal staff coordination and training to increase staff participation and create a positive guest experience at the event. This includes an intentional staffing plan, internal coordination between departments, and staff training
• Take an active role in fundraising at the highest level for donor sponsorships, corporate underwriting, in-kind contributions, and committee development. Responsible for securing presenting sponsorships and high-level donor commitments for all special events. Sponsorship levels vary from $25,000 presenting sponsors, to $10,000, $5,000, $2,500, and $1,000 opportunities. Strategies for each level need to be developed and executed appropriately
• Work with the Special Events Coordinator to create and manage volunteer committees to assist with event planning, sales & fundraising, and execution as deemed necessary to meet event goals
• In coordination with the Special Events Coordinator, evaluate effectiveness of event fundraising and revenue results to recommend new ideas and strategies to foster continuous improvement
• In coordination with the Special Events Coordinator, develop annual operating plans for each signature event and establish, or adjust, internal systems to increase efficiency, monitor progress, and impact time management challenges

Fundraising Portfolio
• Own the portfolio, and execute all fundraising actions, to maintain current donors and develop new donors at the $25,000 - $1,000 level to meet annual campaign goal
• Evaluate current donor pool. Develop new prospect list annually. Meet, cultivate, and steward all donors at this level
• Coordinate with Board members to increase new donors and dollars annually with the President & CEO’s guidance
• Coordinate a “moves management” plan for current donors with the capacity to move into this giving level to consistently increase new money percentage annually
• Provide research, guidance, and hands-on assistance to the President & CEO to actively engage them in the Annual Campaign and all special events

MANAGEMENT & LEADERSHIP
• Add value to the management team by positive interaction with staff, board, donors, partners, the children & families we serve, and volunteer mentors. Represent BBBS internally and externally and consistently leave a positive impression
• Provide guidance and direction for the CEO to be an active, engaged, and effective member of the development team including direct contact with all major donors
• Collaborate with the VP of Finance & Administration to develop, implement, and monitor financial strategies to meet grant requirements and annual audit needs
• Collaborate and coordinate with the VP of Community Engagement to increase understanding of mentoring program goals, challenges, and potential areas of concern for grant fulfillment
• Coordinate all development marketing needs with VP of Community Engagement including printed materials, signage, donor recognition requirements, event materials, social media, etc.
• Work with and motivate staff, board members, and other volunteers to increase engagement, drive job satisfaction, and meet annual development goals
• Identify, develop, and mentor the development team including hiring, reviewing annual performance, and disciplining as deemed necessary
Strategically develop annual operating plans with thoughtful options – Plan “B,” and Plan “C” to navigate anticipated and unanticipated challenges

Utilize data to drive decisions and continuous improvement

Collaborate with and assist staff on the planning and execution of all development activities

Lead by example by projecting a positive attitude, expressing empathy, demonstrating self-awareness, self-confidence, common sense, and excellent listening skills

Provide the development team with consistent respect, proactive communication, constructive feedback, reflection, and understanding

Provide solution-driven input that empowers the development team to do their best work and enjoy their job. Recognize successes & individuals. Function as thought partner and proactively trouble-shoot areas of concern

Work in partnership within Big Brothers Big Sisters network to share best practices and nurture continuous improvement for development department

Other tasks as deemed necessary based on business needs and/or the President & CEO.

Other
This is an exempt position requiring a minimum of 40 hours per week and occasional nights and weekends. As a senior staff member, you may be attending a variety of community outreach events and meetings as deemed necessary. Outreach may include, but not be limited to; United Way, Community Advocates, corporate functions, board-related events and Big Brothers Big Sisters of America.