

JOB DESCRIPTION

JOB TITLE:	Development & Donor Relations Manager
STATUS:	Exempt
HOURS:	Full-Time
DEPARTMENT/PROGRAM:	Development
REPORTS TO:	Director of Development

Position Summary

The Development & Donor Relations Manager is a strategic fundraising professional responsible for planning, implementing, and overseeing CAPC's individual giving and donor engagement strategies. Reporting to the Director of Development, this role exercises independent judgment and discretion on matters of significance, manages a portfolio of individual donors and prospects, and leads donor acquisition, cultivation, solicitation, and stewardship efforts across annual, recurring, major, and legacy giving. The position partners closely with Board members and staff to achieve organizational revenue goals and represents CAPC in the community to cultivate new supporters and strengthen long-term donor relationships. There are no direct reports initially; opportunity for growth as the development program expands.

This position is classified as exempt and is intended to meet the requirements of the administrative exemption under California wage and hour laws, including the exercise of independent judgment and discretion on matters of significance and compensation on a salary basis in accordance with applicable law.

Essential Duties & Responsibilities

Individual Donor Strategy & Portfolio Management (45%)

- Develop and implement a comprehensive individual giving strategy (annual giving, monthly/recurring donors, mid-level and major gifts, and planned/legacy giving pathways).
- Manage an assigned portfolio of individual donors and prospects; create and execute move-management plans to cultivate, solicit, and steward donors.
- Conduct prospect research and qualifications to identify new major and mid-level donor prospects regionally and statewide.
- Lead solicitation meetings (in-person and virtual) and prepare tailored proposals, briefs, and follow-up materials.
- Track donor pipeline, solicitations, commitments, and stewardship milestones in the CRM.

Donor Acquisition, Retention & Growth (20%)

- Design and execute donor acquisition campaigns (digital appeals, direct mail, peer-to-peer campaigns, workplace giving, and community partnerships) focused on sustainable revenue growth.

- Build and expand a recurring/monthly giving program and implement retention strategies to increase donor lifetime value and reduce churn.
- Analyze donor data to segment audiences, personalize asks, and measure ROI of acquisition channels.

Stewardship, Communications & Donor Experience (15%)

- Produce compelling donor communications and stewardship pieces (impact reports, personalized acknowledgements, donor newsletters, stewardship plans).
- Manage donor recognition programs and coordinate small cultivation or major-donor events and briefings.
- Ensure timely, accurate gift acknowledgements and donor recordkeeping; maintain high-quality donor relationships and confidentiality.

Board & Volunteer Fundraising Support (10%)

- Train and support Board members and volunteers in move-management, making effective asks, and cultivating donor prospects.
- Coordinate Board-led cultivation activities and ensure alignment with fundraising strategy and goals.

Events, Sponsorship & Partnership Support (5%)

- Support planning and execution of fundraising and stewardship events; lead sponsor outreach and sponsor stewardship for events as directed.
- Work with corporate partners to explore individual giving engagement and employee-giving opportunities.

Administration, Data & Reporting (5%)

- Maintain accurate records in the donor CRM; prepare regular fundraising reports and dashboards for the Development Director and Board (pipeline, revenue, retention, acquisition metrics).
- Support development of annual fundraising plans, budgets, and donor policies.

Minimum Qualifications

- BA/BS degree preferred, plus 4–5 years of experience in development, fundraising, or a related field.
- Minimum 3–5 years of nonprofit development experience with demonstrated success in individual giving, major gift cultivation/solicitation, and donor stewardship.
- Proven experience creating and executing donor acquisition strategies and building recurring giving programs.
- Comfort and success in conducting solicitation meetings and stewarding high-net-worth donors.
- Excellent written, verbal, and public speaking skills.

- Strong organizational skills with the ability to manage multiple projects and deadlines.
- Ability to analyze data, prepare reports, and communicate insights clearly.
- Demonstrated ability to work effectively with diverse communities and stakeholders.
- Proficiency in Microsoft Office; experience with Canva, Adobe Creative Suite, and social media management tools preferred.
- Proficiency with donor CRMs (i.e., DonorPerfect), MS Office; strong data literacy and reporting skills.

Preferred

- Experience in training and engaging Boards/volunteers in fundraising.
- Experience with planned giving introductions or legacy donor engagement.
- Spanish language skills or other bilingual ability.
- Background in child welfare, behavioral health, prevention, or human services.

Performance Metrics / Outcomes

- Annual individual giving revenue targets and year-over-year growth.
- Number and dollar value of major gift solicitations closed.
- Monthly/recurring donor program growth and retention rates.
- New donor acquisition and donor retention percentages.
- Accurate, timely CRM records and stewardship acknowledgements.

Workplace Expectations

- Always represents CAPC professionally and upholds the mission and values of the organization.
- Maintain confidentiality in accordance with legal and organizational standards.
- Work collaboratively with staff, volunteers, donors, and community partners.
- Promote a culturally and linguistically diverse workplace and remain responsive to the populations CAPC serves.
- Meet assigned deadlines, prepare accurate reports, and participate in required meetings and training.
- Perform other related duties consistent with the scope, responsibilities, and level of this position as assigned.

Conditions of Employment

Employment is contingent upon successful completion of required health screenings, including a TB test, DOJ fingerprint clearance, and a DMV background check, as applicable to the position. All screenings and background checks are conducted in accordance with federal, state, and local laws and are contingent upon a conditional offer of employment.



Travel Requirements

This position requires regular local and regional travel for donor meetings, events, and community engagement. A valid California driver's license and proof of insurance are required. Reasonable alternatives may be considered to enable individuals with disabilities to perform the essential functions of the position in accordance with applicable law.

Physical Requirements

This position requires the ability to sit, stand, walk, talk, hear, and use hands for typing, handling materials, and operating standard office equipment. Occasional reaching, bending, kneeling, or climbing may be required. The employee must be able to lift and move up to 25 pounds as needed. Adequate vision for reading, computer work, and general office tasks is essential. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Equal Employment Opportunity

CAPC is an equal opportunity employer and prohibits discrimination or harassment based on any protected characteristic in accordance with federal, state, and local laws.

Community & Collaboration Statement

Striving to create an experience of value, connection, and belonging.

At-Will Employment Statement

Employment with CAPC is at-will. This means that either the employee or the organization may terminate the employment relationship at any time, with or without cause or advance notice. Nothing in this job description is intended to create a contract of employment or alter the at-will nature of the relationship.

Funding Disclaimer

This position may be eliminated due to loss of funding or organizational restructuring.

My signature below signifies that I have read and understood this job description, agree that I can meet all requirements and qualifications outlined herein, and perform all job duties described.

Employee

Date