National Law Enforcement Officers Memorial Fund (NLEOMF)  
Job Description

Position: Donor Relations Specialist

Reports to: Chief Development Officer

Direct Reports: N/A

Position Description:

The Donor Relations Specialist plays a key role in support of the NLEOMF’s individual giving programs, including but not limited to mid-level, major, planned giving and workplace giving. Daily operational functions include conducting prospect research, contacting donors, preparing reports, managing special fundraising programs and projects, and providing database support to meet our annual goals. The Donor Relations Specialist will also maintain a prospect portfolio of 100-150 contacts per year.

Primary Areas of Responsibility:

- Identify prospects, conduct research, and prepare prospect/donor profiles for the individual giving programs.
- Manage a prospect portfolio of 100-150 contacts to meet annual fundraising goals.
- Assist with donor cultivation and development of donor collateral materials (print and electronic).
- Provide support for fundraising meetings/calls with prospects/donors, including pre-meeting preparation as needed.
- Review and respond to donor inquiries received via various development-related emails and telephone calls.
- Record all pertinent constituent contacts and activity into the database including moves management, appeals, event attendance, and donor stewardship, ensuring records are current and complete.
- Create and run queries and reports for individual giving programs.
- Oversee stewardship fulfillment for individual donors including making thank you calls and preparing gift acknowledgement letters, thank you notes, new donor letters, anniversary cards.
- Responsible for coordinating Development Committee meetings, including meeting coordination, pre- and post-meeting communications, preparing meeting presentation deck, and taking meeting notes.
- Manage and increase donations through workplace giving programs.
- Work in partnership with other staff to continually improve development office and CRM functionality and processes.
- Serve as development team’s secondary point of contact by managing the various email inboxes, answering donor calls, processing donor credit card donations, and assembling and mailing donor communications and gift acknowledgements.
- Process donations (cash, credit card, electronic, stock, in-kind and others) as well as reconcile donations for deposits to be made by accounting and other development staff.
- Make updates to donor database as requested or noted in returned mail from all programs; update addresses for returned major donor mail.
- Communicate with donors on issues of gift allocation and compliance.
- Electronically file donor correspondence, including copies of acknowledgment letters and donation materials.
- Provide support to various committees and volunteers during fundraising appeals.
- Provide website updates for individual giving-related copy and donation forms to appropriate Public Engagement staff member
- Ad-hoc projects as assigned by Chief Development Officer.

**Knowledge/Skills/Abilities:**

- Displays exceptional time-management and organizational skills.
- Shows persuasiveness and the ability to procure donors, funders and items needed for fundraising efforts.
- Demonstrates a professional demeanor whether speaking to others in person, over the phone, via email or through letters.
- Works well independently as well as in a team environment.
- Uses independent reasoning to diagnose the root cause of situations or issues, seeks and interprets information, identifies, and tests solutions and thinks beyond what is typical or customary.
- Ability to coordinate and administer fundraising programs/project activities and protocols.
- Ability to manage resources, monitor activities, and assess risks and quality issues associated with the program/project.
• Ability to convey information clearly and concisely to groups or individuals either verbally or in writing to ensure that they understand the information and the message.
• Ability to listen and respond appropriately to others and to impact and influence others to further the institution’s strategic objectives.
• Ability to interpret and articulate the mission of the National Law Enforcement Memorial and Museum and interact with stakeholders from a wide range of professional and cultural backgrounds.
• Ability to represent the organization with tact and diplomacy and maintain a high level of confidentiality and discretion.
• Must possess computer proficiency in Raiser’s Edge or other CRM systems, and Microsoft Office, including Outlook, Teams, Excel, Word, and PowerPoint.
• Has a minimum of a bachelor’s degree from an accredited university.
• Experience with direct response fundraising is a plus.

Working Conditions:

Remote

This position can work remotely. NLEOMF provides remote employees with a laptop equipped with Microsoft Teams. The employee is required to have high speed Internet access and a printer/scanner in his/her home office. In addition, the employee is responsible for all office supplies.

On-Site

Working conditions are normal for an office environment. Frequent lifting of varying items weighing up to 10 pounds required. Position will involve an increased workload during National Police Week, the 5K Run for the Badge, and other Memorial and Museum events.