



Digi-Bridge

Donor Relations Specialist

Digi-Bridge sparks interest and passion in science, technology, engineering, arts, and math (STEAM) learning, ensuring students have the opportunities and skills to succeed in a rapidly-changing world by fostering curiosity, creativity, exploration, persistence, and resilience. Since 2014, Digi-Bridge has been providing K-8 scholars throughout Mecklenburg County with STEAM learning experience serving more than 15,000 students and forty partner schools.

Position Summary:

The Donor Relations Specialist will join the Advancement team and report to the Vice President of Advancement.

The Donor Relations Specialist is responsible for supporting the fundraising, donor relations, and communications efforts of Digi-Bridge. This role supports Digi-Bridge's mission by helping coordinate fundraising campaigns, donor stewardship, data management, and events. The Donor Relations Specialist will help cultivate and steward relationships with current and prospective donors through development activities, identify potential new donors through prospect research, ensure accurate data entry and reporting, support organizational development programs and events, and contribute to the overall growth and success of Digi-Bridge's development goals.

This position will require in-person work at various locations and many functions may not be performed remotely. There is flexibility within the work week for at least 1 day remotely. Due to the out-of-school-time nature of our programs, frequent non-traditional hours may be required of you for program implementation and observations including some evening and/or weekend commitments.

Duties include but are not limited to:

- **Donor Database Management**

- Track and maintain donor information and communications in the donor management database (Bloomerang).
 - Maintaining data hygiene (duplicate removals, inactive constituent reviews, donor affiliations, bad constituent data review, household, and business links, etc.)
 - Gift acknowledgements (done twice weekly or more)
 - Pull renewal reports for corporate and individual donors.
- Monitor and analyze fundraising data to evaluate the effectiveness of annual giving campaigns, such as reporting ROI, to support VP to adjust strategies to meet goals.
- Serve as lead CRM user, ensuring use of the database is fully activated and the department is aware of any process changes.
- Conduct research to identify potential new funding sources, including foundations, corporations, and individuals, using DonorSearch tool within Bloomerang and external sources (CBJ, Observer, Candid, Chronicle of Philanthropy, etc.)
- Prepare regular reports for VP on fundraising progress and donor engagement metrics.

- **Donor Engagement and Stewardship:**

- Manage a personal portfolio of donors in partnership with the VP, including converted volunteers, monthly-recurring, and entry level donors, securing gifts up to the \$499 level:
 - Engage, solicit, and steward prospects as needed, maintaining accurate records of Moves showing continual progress towards gifts.
 - Implement moves management plans for donors to increase giving and maintain donor retention, ensuring that each donor and prospect has a clear strategy and timeline for cultivation, solicitation, and stewardship.
 - Ensure consistent branding and messaging in all donor-facing materials.
 - Engage portfolio through face-to-face cultivation, solicitation, and stewardship.
 - Utilize systems and software to track relationships with donors and prospects.
 - Work collaboratively with members of the development team to support the execution of annual plans, campaigns, and calendars in order to achieve goals.
 - Track and report progress using specific metrics.
- Support the creation of a comprehensive calendar for direct mail, email appeals, and online campaigns (including year-end and holiday appeals)
 - Lead the logistics for mass mailings or digital communications (pulling donor lists, mail merging, etc.)
- Manage the tracking and fulfillment of donor recognition programs and benefits.
- **Event Planning and Execution:**
 - Assist the VP in organizing and executing development events such as the annual fundraising breakfast, Bots & Brews, and monthly Digi-Bytes luncheons and other events as added to the calendar.
- **Community Engagement:**
 - Provide support for the Community Engagement Manager (CEM) for fee-for-service activities, responsibilities include:
 - Attend fee-for-service activities to present conversion opportunities to individual volunteers (during and after) to become donors or Digi-Bridge ambassadors.
 - Responsible for collecting individual contact information and adding to donor CRM and email list.
- **Grant Support:**
 - Assist with grant tracking and award management.
 - Responsible for the frequent collection of demographic or other programmatic outcome data and updates to support grant writing activities.
- **Administrative Support:**
 - Provide general administrative support to the Advancement team as needed, including maintaining files, support for special projects and tracking key deadlines.
 - Collaborate and coordinate effectively with cross-functional teams (e.g., programming and operations) to ensure alignment and support for Advancement initiatives.

The foregoing description is not intended and should not be construed to be an exhaustive list of all responsibilities of this job. Other duties may be assigned. This job description may be changed to include new responsibilities and tasks or change existing ones as management deem necessary.

Experience and Skills Necessary:

- 2+ years of experience in donor relations, development, or fundraising (nonprofit sector preferred).

- Process and detail-oriented with an ability to work independently while still being highly connected and collaborative.
- Exceptional interpersonal skills and ability to develop relationships quickly, with the appropriate level of assertiveness to engage, solicit, and follow up with donor prospects.
- Excellent written and oral communication skills, ability to communicate passionately about Digi-Bridge's mission.
- Collaborative and effective working on a small team with high accountability.
- Goal, results, and detail-oriented with exceptional planning and time management skills
- Bachelor's degree or relevant experience in communications, nonprofit management, business, or related field required.
- Experience with Canva Constant Contact and Bloomerang or other CRMs a plus
- Strong analytical skills with ability to develop strategic solutions.
- Highly organized with excellent attention to detail
- Passionate about education and/or STEAM access

Skills/Behaviors We're Looking For:

- **Deeply relational:** Building and stewarding relationships is core to who you are as an individual. You are able to communicate and motivate school teams to pursue our programmatic goals. You care about the people behind the programs and know that when they are successful, your programs are successful.
- **A builder:** Digi-Bridge takes an innovative approach to education. We need someone who is motivated, excited, and able to learn and iterate without boundaries or an established playbook.
- **Detail-oriented:** No detail is too small in your eyes. You have systems which aid in your execution and prioritization of projects and tasks, and you are able to work across teams and people to see a project from start to finish.
- **In relentless pursuit of our mission:** You show up every day excited and energized about Digi-Bridge's mission and vision for the future. You are able to share that passion and inspire others (students, facilitators, principals, donors, volunteers, etc.) to take action with you.
- **Data fuels you:** You take a data-driven approach to problem solving, analysis, and excel at driving results to hit program plans and targets.
- **A fast learner:** What you don't know, you spend time learning. You seek resources and opportunities to further develop your knowledge and skills in STEAM education to provide the best programs possible.
- **Adaptability is key:** In a startup nonprofit, the ability to stay flexible and adaptable to changes in the work environment, program outline, etc. is critical. Our team members approach change, disruption, delays, or pivots with an open mind and eye for solutions.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must be able to lift and/or move up to 50 lbs. Employee must be able to stand for extended periods of time. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to finger, handle or feel, reach with hands and arms, stoop, kneel, crouch or crawl, and talk or hear.

Compensation and Benefits

This is a full-time exempt salaried position, compensation will be commensurate with experience. Digi-Bridge offers a supplementary QSHERA plan for employee + family of \$500/month for benefits in addition to 15 paid

vacation days, 10 holidays, and 5 sick leave days. Digi-Bridge offers a 401(k) plan with 3% match starting at 6-month anniversary of employment.

Digi-Bridge will provide equal employment opportunity without regard to race, color, gender, age, disability, religion, national origin, marital status, sexual orientation, ancestry, political belief, or activity.