



Donor Relationship Specialist

Mission Statement:

Relevant Radio® – Bringing Christ to the world through the media.

Guiding Principles:

- Faithful to the Magisterium and Catechism of the Catholic Church
- United to the Bishops
- Under the protective intercession of the Blessed Virgin Mary

Position Summary

The Donor Relationship Specialist supports the operational success of Relevant Radio's mid-level donor program. Partnering with the Director of Development and Donor Relationship Managers, this role manages donor data, stewardship initiatives, research, reporting, and portfolio administration. The Specialist ensures accurate donor information, timely and effective stewardship, and strong support for donor relationship strategies through analysis, communication, and project coordination. This position requires sound judgment, exceptional organization, professionalism, and discretion.

Essential Responsibilities

Donor Portfolio Operations

- Manage the administrative operations supporting the mid-level donor portfolios.
- Maintain donor engagement plans and ensure all relationship activities are accurately documented.
- Monitor donor touchpoints and stewardship schedules to ensure timely follow-up.
- Coordinate donor correspondence, proposals, presentations, and stewardship materials.
- Partner with Associate Directors to ensure consistent execution of donor engagement strategies.

Donor Intelligence & Research

- Conduct comprehensive research on current and prospective donors.
- Analyze giving history, philanthropic interests, and relationship networks.
- Prepare donor profiles, briefing materials, and cultivation strategies.
- Identify opportunities to strengthen donor engagement through research and data analysis.

CRM & Data Management

- Serve as the subject matter expert for donor relationship data within Raiser's Edge.
- Ensure the accuracy and integrity of donor records, contact reports, and engagement history.
- Maintain portfolio assignments and donor engagement plans.
- Develop and improve processes that support donor relationship management.

Stewardship & Donor Experience

- Lead stewardship coordination for assigned donor communications.
- Ensure timely acknowledgment letters, impact reports, and stewardship materials are delivered.
- Coordinate personalized donor communications and special recognition initiatives.

- Work collaboratively to provide an exceptional donor experience at every stage of the relationship.

Reporting & Analytics

- Produce monthly portfolio performance reports and donor activity dashboards.
- Analyze donor engagement, giving trends, and portfolio activity.
- Monitor stewardship metrics and recommend process improvements.
- Provide reporting and analysis to support strategic fundraising decisions.

Project Management

- Coordinate donor-related projects from planning through execution.
- Manage timelines for stewardship initiatives and donor communication campaigns.
- Collaborate with Marketing, Finance, Mission Advancement, and other departments to ensure donor information and communications remain accurate and timely.
- Recommend improvements that increase efficiency and enhance donor engagement.

Operational Excellence

- Develop and document best practices for donor relationship operations.
- Ensure compliance with organizational policies and donor confidentiality standards.
- Support continuous improvement initiatives within Development Operations.
- Serve as a trusted resource for donor systems, reporting, and operational processes.

Lapsed Donor, Pledge Drive & Planned Giving Support

- Support outreach and follow-up efforts to re-engage lapsed donors.
- Provide donor follow-up and stewardship support during and after pledge drives.
- Support planned giving initiatives, including donor communications, inquiries, follow-up, and recordkeeping.
- Maintain accurate donor activity in Raiser's Edge and track results and opportunities.

Donor Relations Coordinator Support

- Provide backup phone coverage during high-volume periods, pledge drives, and staff absences.
- Provide reception coverage as needed.
- Assist with monitoring and responding to the general information email inbox when needed.
- Help ensure consistent and professional service to donors and listeners.

Qualifications

- Active Catholic living a life consistent with the teachings of the Catholic Church.
- Bachelor's degree in Business, Communications, Nonprofit Management, Marketing, or related field preferred.
- Minimum of 3-5 years of experience supporting fundraising, donor relations, development operations, advancement services, or relationship management.
- Demonstrated experience managing donor databases and CRM systems (Raiser's Edge strongly preferred).
- Advanced proficiency in Microsoft Office, particularly Excel and reporting tools.
- Exceptional organizational, analytical, and project management skills.
- Strong written communication with experience preparing executive-level correspondence.
- Proven ability to manage multiple complex priorities independently.
- High degree of professionalism, discretion, and attention to detail.

Work Environment & Physical Requirements

- Occasional travel and evening/weekend availability for donor events as needed.
- Ability to lift 30 pounds for event set up, carry boxes of advancement collateral and materials, and any other needs for advancement related projects.
- Position is located in Lincolnshire, IL. In-Office, Monday through Friday.
- Valid driver's license is required, and reliable transportation is needed.

Compensation & Benefits

- Position reports to the Associate Directors of Engagement & Donor Relations
- Pay range is between \$28.00 and \$37.00 per hour, depending on experience.
- Full time benefit eligibility. View our website for a list of benefits offered:
<https://releванradio.com/about/careers/>