



## Central California Food Bank Job Description

**Job Title:** Mid-Level Gifts Officer  
**Reports To:** Director of Development  
**FLSA Status:** Non-Exempt

**Prepared By:** HR Manager  
**Approved By:** co-CEO  
**Pay Rate:** \$22.00 per hour

### **POSITION SUMMARY:**

As a member of the Development Team, the Mid-Level Gifts Officer will raise funds by strategically developing and nurturing current and prospective mid-level donors including individuals, churches, foundations, corporations, and community groups in the Central California Food Bank (CCFB) universe.

The Mid-Level Gifts Officer plays an instrumental role in CCFB's fundraising efforts and is vital to developing, implementing, managing, and maintaining successful long-term relationships with a wonderful portfolio of donors and organizations. To expand donor capacity, engagement, and philanthropy, the Mid-Level Gifts Officer creates opportunity for donors and prospects to become engaged with Central California Food Bank's mission hands-on and to learn about organizational programs that align with their giving interests.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Donor Management**

1. **Manages relationships** with mid-level donors and organizations using multiple channels, including phone, email, personal mail, and occasionally face-to-face.
2. **Engages donors** through consistent stewardship, active cultivation, and timely solicitations to increase donor support, achieve revenue goals and enhance the donor experience.
3. **Manages a tiered portfolio** of 500-700 mid-level donors with planned touch points, prompt thanking and timely solicitations, with a premium placed on donor retention and increased giving.
4. **Utilizes pre-existing content**, such as newsletters, website, and social media, to create personalized touch points for donors based on their interests and giving. Determines which donors would benefit from more personalization and increased frequency of contact. Ensure donors in mid-level portfolio receive a touch point at least every 60 days, if not more frequently.
5. **Promptly thanks all donors** who give a select dollar amount gift within their portfolio and determines if they would benefit from a relationship with CCFB's Major Gift Officer based on research, conversation, and response.
6. **Develops a moves management plan** for all assigned donors, getting a specific offer in front of as many mid-level donors as possible.
7. **Keeps accurate and timely donor engagement** and communication records in CCFB's CRM system. Including updating or correcting inaccurate or missing data as needed.

## Operations and Strategy

1. **Participate in and Master** the Vertius Group Mid-Level Donor Program training.
2. **Use influence** of the Board members, co-CEO's, Director of Development, and other Central California Food Bank staff as appropriate by including them when making key calls on prospective and current donors.
3. **Exhibit cooperative and effective work relationships**, such as, responding positively to challenges, assignments, and inter/intra departmental requests and seeing beyond own tasks to help fulfill the organizational goals in order to contribute to team effort.
4. **Contribute to a positive and productive work environment by** meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice, treating all people with dignity and respect, and exhibiting good listening and comprehension skills including giving and welcoming feedback.
5. **Facilitate team skill development by** providing clear, behaviorally specific feedback and by making or eliciting specific suggestions for improvement in a manner that builds confidence and enhances results that can be effectively tied to budget forecasts.
6. **Ensure efficient and accurate receipt** processing in a timely manner. Analyze donor acknowledgement system regularly to increase cost-effectiveness, efficiency, and overall donor satisfaction.

### **SUPERVISORY RESPONSIBILITIES:**

This position does not have supervisory responsibilities.

### **MINIMUM QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- A bachelor's degree, preferably in marketing, communications, or public relations.
- At least two or more years of prior experience in fundraising, customer service, donor relations, or related experience in fields such as sales, business development, and or marketing.
- Prior experience working with donors is preferred in a non-profit setting.
- Strong writing, editing, communication, and collaboration skills
- Must be detailed oriented and organized
- Exceptional interpersonal skills with the ability to interact professionally with the public
- Strong critical thinking skills, enthusiasm, and flexibility in participating in projects
- Must be able to quickly adapt to changing business environment
- Valid CA driver's license and regular access to vehicle required
- Ability to work and interact well with individuals (staff and volunteers) from a variety of socioeconomic backgrounds in a culturally diverse environment
- Willingness to work beyond normal working hours, when necessary
- Proficient in Microsoft Suite: Word, PowerPoint, Excel and Outlook

### **SUCCESS FACTORS**

The successful candidate utilizes experience in development, customer service, marketing, and fundraising practices and has a high-level of self-sufficiency to achieve goals and objectives. Must have a demonstrated ability in building relationship and be proven in meeting deadlines.

Furthermore, the successful candidate will demonstrate: A strong passion for Central California Food Bank's mission and drive to create awareness and grow funding pathways to major gifts. The ability to understand the principles of philanthropy. Strong interpersonal communication skills and can instill confidence in others quickly. The ability to work independently, having little daily contact with direct supervision. Motivation, displaying continual organized drive in achieving fundraising goals and possesses the ability to analyze goals and implement appropriate solutions.

**PHYSICAL REQUIREMENTS:**

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

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

*Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.*

*Central California Food Bank is an Equal Opportunity Employer.  
Central California Food Bank is a proud member of Feeding America.*