

# Food Bank of WNY

## JOB DESCRIPTION

**POSITION TITLE: GRANTS AND DONOR RELATIONS SUPERVISOR**

**REPORTS TO: DEVELOPMENT MANAGER**

**SUMMARY OF DUTIES:** The Grants and Donor Relations Supervisor is responsible for grant writing, research, and stewarding relationships with local and national private/corporate foundations and public sources. Manages data integration into the organization's CRM system, serves as the primary contact for 3<sup>rd</sup> party vendors regarding lockbox services, and supervises the Database and Development Coordinator. Assists the Development Manager with planned gifts, including cultivation and stewardship. Performs administrative duties such as preparing donor correspondence and project-based work while consistently maintaining a professional image through in-person and phone interaction. Demonstrates strong communication, organizational skills, time management and attention-to-detail in all duties.

### **RESPONSIBILITIES:**

#### **GRANTS:**

- Conducts the full range of activities required to prepare, submit, and manage grant proposals to (local and national) foundation, corporate and government sources. Researches, writes, and works with team to manage all grants, ensuring timely submission of grant applications, grant reports and internal and external communications.
- Works closely with Finance, Operations and Agency/Program Staff to craft strong proposals and meets with potential and existing funders when necessary.
- Serves as active member of the internal Grants Committee to clarify and stay abreast of mission-critical funding needs.
- Researches and identifies new funders to include private/corporate foundations and government funding opportunities compatible with the Food Bank of WNY mission and programs.
- Maintains accurate, up-to-date files and electronic records (utilizing ClearView donor software) on existing and prospective funders.
- Coordinates with Development Manager to achieve revenue goals related to grant funding.
- Maintains absolute confidentiality regarding all donor records, transactions, data, research and communications.

#### **DONOR RELATIONS:**

- Oversees function of management and maintenance of the donor database, ClearView.
- Utilizes ClearView to conduct donor reporting for management and Board of Directors, analyze trends, update information, and schedule reports for donor calls.
- Oversees the Database and Development Coordinator and responsible for staff training, development, and performance management.
- Field donor related inquiries and ensure timely resolution of issues.
- Maintains a relationship portfolio of current and past donors, within an assigned range. Responsible for donor acknowledgment letters and stewardship calls and other correspondence as needed.

- Assists with cultivation of donors to grow and maintain the planned giving program, Food for Tomorrow Society.
- Performs other tasks or projects as assigned by the Development Manager.
- Maintains a relationship portfolio of current and past donors, within an assigned range. Responsible for donor acknowledgment letters and stewardship calls and other correspondence as needed.

**MINIMUM QUALIFICATIONS:**

- Bachelors' Degree and minimum three years of experience in a related field
- 2 – 3 years supervisory experience
- Able to communicate clearly and concisely, both orally and in writing
- Strong organizational, time-management and attention to detail skills
- Able to work independently under the direction of the Development Manager
- Able to take direction well, using active listening skills, asking questions and taking notes
- Proficient knowledge of Microsoft Office, Word, Excel and Outlook
- Experience with CRM software such as Donor Perfect, Raiser's Edge or Softrek Clearview
- Able to write reports and business correspondence and to effectively present information and respond to questions from managers, agencies, customers and the general public
- Able to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Able to adapt well to change
- Able to work in a team environment
- Friendly customer-oriented personality
- Have a professional attitude and appearance at all times, demonstrating excellent public relations and customer service skills
- Fluency in English required; knowledge of Spanish helpful

**The Food Bank of WNY is an affirmative action/equal opportunity employer and is committed to respecting diversity and individual differences.**