



---

## Community and Donor Relations Manager

**REPORTS TO:** Associate Director

**GENERAL INFORMATION:** The Center for Dialog & Resolution (CDR) is an independent non-profit 501(c)(3), mediation service provider, training center, and consulting service located in downtown Tacoma, Washington. We believe that collaboration and consensus building are often preferable to group dysfunction, grievance processes or eventual litigation as methods of resolving conflicts. This belief drives our commitment to making affordable mediation, settlement conference, training, and consulting services available to our community.

**GENERAL JOB DESCRIPTION:** This is a new position that will play a key role in the development and sustainability of the Center's community and donor relationships. This will be done by developing and implementing priorities, goals, and strategies from already vetted information and your expertise. It also includes managing and sustaining our existing network of community members, sponsors, and strategic partners. Develop and implement a plan for annual giving solicitation, donor engagement, donor sustainability, and donor activities. Duties include working with confidential and highly sensitive information. Work is performed with considerable latitude for independent judgment. Maintain a personable and professional working relationship with staff, mediators, attorneys, volunteers, clients and community.

### PRIMARY RESPONSIBILITIES:

#### A. Donor Relations

- a. Point-of-contact for all donor relations within the Center;
- b. Liaison to donors, prospective donors, sponsors, and community members;
- c. Develop and maintain an accurate and efficient donor database that correlates to the entries in Microsoft Dynamics CRM Database (CRM), either as designed by the Center or updated with your expertise;
- d. Project manage communication and follow-up with past donors and partners;
- e. Project manage connections to potential donors and partners;
- f. Project manage the 717 Club Members program;
- g. Provide regular donor reports to the board and staff.

#### B. Fundraising

- a. Develop and implement an annual fund solicitation plan that includes fundraising strategies across multiple audiences and mediums, in conjunction with the Center's Executive Team;
- b. Regularly extract and analyze information from the donor database to evaluate fundraising progress and proposals;
- c. Measure fundraising goals that are set and evaluated by the management team;



## Community and Donor Relations Manager, continued

---

- d. Support the Board Advancement Committee with meeting minutes, donor data, and outreach materials to fulfill Advancement Annual Work Plan;
- e. Project manage grant cycles with key staff and grant writers. This includes but is not limited to, submission and reporting deadlines;
- f. Provide regular fundraising reports to the board and staff.

### **C. Community Engagement**

- a. Represent the Center at events and meetings within the community;
- b. Participate in professional and community organizations for collaboration, outreach, and exposure;
- c. Coordinate communication and marketing strategy efforts which will include acting as liaison between outsourced marketing vendors, volunteers, and the Center's staff for marketing, advertising, social media, and public relationships;
- d. Provide regular community engagement reports to the board and staff.

### **PERFORMANCE EXPECTATIONS:**

- Raise funds to meet or exceed benchmark set by board;
- Dependable, reliable, efficient, and works in the best interest of the Center's mission and vision;
- Follow CDR Code of Conduct;
- Accurate, timely, and effective in responsibilities;
- Work collaboratively with staff;
- Treat every relationship as a donor relationship;
- Demonstrate effective critical thinking and problem-solving skills;
- Positive and contributing team member in all CDR activities;
- Use effective, diplomatic, and empathetic communication skills when dealing with clients, volunteers, attorneys, and staff;
- Contribute to keep operations smooth and hospitable by planning, thinking of others, looking ahead, and problem solving;
- Receive positive feed-back from community members, clients, volunteers, and staff;
- Willing and able to learn new skills, mediation concepts, and software programs;
- Track monthly departmental and/or program progress on achieving CDR annual goals;
- Participate in regular staff reviews of success and obstacles;
- Demonstrate initiative to continuously seek ways of increasing productivity and improving service to clients and all stakeholders;
- Complete CDR's 40-hour Mediation Training and Certification within 1-year of hire.

### **PREFERRED QUALIFICATIONS:**

- Bachelor's degree in Communications, Public Relations, Marketing, or a closely related field with a minimum of 5 years of professional-level experience;
  - Experience in the field of Alternative Dispute Resolution, may substitute related experience;
  - Demonstrated ability to take initiative and be resourceful.
-



### QUALIFICATIONS:

- Excellent verbal and interpersonal communication skills;
- Strong written communication skills;
- Exceptional organizational skills, including the ability to multi-task and prioritize;
- Strong project manager experience;
- Demonstrate the ability to lead a successful project from start to finish;
- Experience supervising and outsourcing (e.g. marketing, graphics, copywriting, social media projects, etc.)
- Strong computer proficiency in Microsoft Office programs (Word, Excel, Outlook, Power Point);
- Demonstrate ability with written products such as copywriting, white papers, newsletter, press releases, and or grants;
- Demonstrate ability to provide quality customer service while maintaining a consistent, courteous, and professional demeanor with people under conflict;
- Capable of learning new software with accuracy and speed, specifically Client Relationship Management Database (CRM);
- Experience working effectively as part of a small, collaborative team;
- Open to work a flexible schedule, which will include occasional weekends and evenings.

### HIRING INFO :

- 32-40 hours per week
- \$23-\$29/hr DOE
- Medical, Dental, and Retirement Benefits

**ADDITIONAL APPLICATION REQUIREMENTS: *IMPORTANT!*** In order for your application to be accepted, you **MUST** provide everything noted below:

1. Provide responses to ALL of the following:
  - a. Why are you applying for this position?
  - b. Why do you feel you are the best candidate?
  - c. Why do you want to work at a non-profit in the field of conflict resolution?
2. Provide a current resume
3. If emailing your application, subject line must state "Applicant for CDR Community and Donor Relations Manager" and nothing else.

All applicants, please apply via Indeed (<http://www.indeed.com/>), -OR- email [ExecAssist@CenterForResolution.org](mailto:ExecAssist@CenterForResolution.org)

No phone calls.

No walk-ins.