



HAWAII THEATRE CENTER

POSITION TITLE: Donor Relations Manger
DEPARTMENT: Development
REPORTS TO: Director of Development and Special Events
TYPE: Full Time, Exempt

Position Summary: The **Donor Relations Manager** is a dynamic, creative, and organized who is interested in helping a mission-driven nonprofit thrive and grow. This position will play a critical role in the fundraising and donor stewardship for the Hawaii Theatre Center. The Donor Relations Manager is responsible for developing and assisting in the implementing engagement and fundraising strategies to enhance and grow revenue and annual campaign operations. They will be part of ensuring revenue goals are met for various fundraising areas. The Donor Relations Manager is a full-time position that reports directly to the Director of Development and Special Events.

Responsibilities:

- Support or lead the implementation of the annual giving, individual giving, chairholders club and membership programs with the Director of Development and Special Events
 - o Assist with growth and management of HTC's membership program
 - o Work closely to overhaul the Chairholder's club program and develop interest in the program and achieving various benchmarks
 - o Work with Director of Development and Special Events to create solicitation and year-round engagement strategies to retain current and attract new donors in identifying, qualifying, and cultivating and stewarding relations with existing and prospective donors
- Follow and promote the ethical guidelines set forth in the Association of Donor Relations for Advancement (ADRP), the Association of Advancement Services Professionals (AASP), the CASE Donor Bill of Rights and the CASE Ethics Guidelines. Stay abreast of privacy issues as they relate to donor relations.
- Assist with the creation of a comprehensive stewardship program that appropriately and consistently promotes interaction with and recognition of donors at all levels
- Actively respond to patrons and donor inquiries, calls and emails while keeping the Director of Development and Special Events apprised of any issues.
- Work with Director of Development and Special Events for the creation and execution of various donor stewardship functions
- Develop reports and queries with the Development and Special Projects Coordinator for projects, appeals, reports and others for the organization
- Responsible for updating and maintenance of donor/patron records within salesforce
- Serves as backup for gift entry and acknowledgement when applicable
- Support external, internal and special events and activities including attending meetings, correspondence and coordination with vendors, staff, volunteers; set-up and cleanup; organizing and maintain files and records of all events and activities.
- Assist the Director of Development and Special Events with the management and growth of the Educational Programming series
- Work closely with the Development Manager, Communications Manager, and Director of Development and Special Events.
- Other duties assigned by Director of Development and Special Events and President and CEO.

Qualifications and Experience:

- Ability to convey a high degree of commitment and passion for mission of HTC
- Excellent communication skills with the ability to communicate information verbally confidently and clearly and in writing that are effective with a diverse range of audiences including board members, volunteers, staff, donors, executives, potential funding partners and all constituencies
- High level of attention to detail
- Imaginative, creative, and responsive attitude toward campaign management
- Ability to maintain a high level of confidentiality
- Exceptional understanding of philanthropy as it relates to the non-profit organization and a wide and deep knowledge of fundamental disciplines of resource development
- The ability to work independently and as part of a team; detail oriented, well organized, focused and goal-oriented, with a high level of initiative and energy, as well as problem solving skills.
- Exceptional customer/donor service skills
- Ability to complete tasks with little to no supervision
- Self-motivated, good organizational, and strong interpersonal skills, detail-oriented, ability to multitask, prioritize, and meet deadlines

Requirements

- Bachelor's degree (or equivalent)
- Minimum of (2) years of fundraising, campaign management, and/or sales
- Minimum of (2) years of customer service/donor relations experience
- Proficient in Microsoft Office, including Word, Excel, PowerPoint
- Comfortable working in a busy office environment and multi-task
- Detail oriented and solution focused in executing projects/assignments

Desired Skills/Experience:

- Experience with CRM systems including Patron Manager/Salesforce
- (3) years of Fundraising, campaign management and/or sales
- (3) years of Donor relations/high level customer service experience
- Ability to write emotionally and intellectually engaging copy accurately and quickly

Salary: \$30,000 - \$50,000 annual; Based on Experience

How to Apply: Candidates should submit their resume with a cover letter and a writing samples to Director of Development and Special Events, Avery Fukeda via email at averyfukeda@hawaiitheatre.com. Resumes will be reviewed as they are received. The position will be open until it is filled. No phone calls please.

Hawaii Theatre Center is an equal opportunity employer that does not discriminate based on race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, citizenship status, national or ethnic origin, genetic information, or any other protected status.

Disclaimer: The information presented indication the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to his job.

About: Hawaii Theatre has played a significant role in Honolulu's cultural landscape since 1922. The mission of the nonprofit Hawaii Theatre Center, established in 1984 is to provide a broad range of entertainment, cultural and educational experiences; promote redevelopment and revitalization of downtown Honolulu/Chinatown; and enhance the quality of life in Honolulu. The Hawaii Theatre is a 501 (c)3 non-profit organization and is known for being balanced, thoughtful, effective, innovative, and collaborative in the arts community, and has embarked on a strategy of utilizing its real estate holdings in the core of Honolulu to broaden its reach beyond the walls of the Historic Hawaii Theatre.