



Opportunity Profile

Donor Relationship Officer

contact usa@steiger.org for more information

www.steiger.org

Job Description

Donor Relationship Officer

Reports To:	North America Operations Director
Role Type:	Staff (See definitions)
Hours:	Full Time
Location:	Eden Prairie, MN
Team Participation:	Development Team (USA)
Key Relationships:	Senior Donor & Church Relationship Director International Mission Director NA Operations & Project Manager NA Regional Director Data & Process Specialist

A. GENERAL PURPOSE

A strategic role that will fuel Steiger's mission by cultivating current and new mid level donor relationships.

B. SPECIFIC TASKS AND OUTCOMES

1. Donor Stewardship and Relationship Management

- Manage a portfolio of mid-level donors, cultivating donor relationships by updating, stewarding, and asking donors to deepen their financial partnership with Steiger.
- Effectively and consistently reaching out to donors via phone, email and zoom to grow their interest, passion, engagement and involvement in the mission of Steiger.
- Increase year-over-year giving level, reactivating lapsed donors and moving donors through the value chain to become major donors; facilitating a seamless transition to other development team members or members of the executive, when appropriate.
- Manage the end-to-end relationship by identifying and tracking appropriate engagement strategies (moves management) based on the nature and level of giving, thus cultivating donors toward their full giving potential.
- Demonstrate a keen sense of curiosity for donors by asking good questions and seeking to understand their reasons for giving and what they support, adapting conversations and approaches based on the style and needs of the individual donor.

2. Development Team

- Analyze Steiger's donor program and help develop strategies for acquiring, renewing, and upgrading mid-level donors.

- Participate in the production of development strategies and initiatives.
- Develop a 'moves management' program for mid-level donors, ultimately creating high-level prospects for the major donors

3. Monitoring & Reporting

- Monitor weekly, monthly, quarterly, and annual activity to achieve objectives
- Monitor the mid-level development budgets and program performance, including oversight of income and expenses, and ensure accurate and timely recordkeeping and reporting
- Collaborate with the Communications Team to ensure consistency with communications, messaging, and solicitations
- Collaborate with the Data Specialists to consistently improve our donor database
- Become an expert in the donor management system, utilising it for communication, tasks, acknowledgements, and messages, and consistently and appropriately recording all donor contacts.
- Learn about Steiger initiatives, people, and projects, and effectively communicate the mission to donors

C. KNOWLEDGE AND SKILLS

Background/Qualifications:

- 2+ years of nonprofit fundraising experience preferred. Individuals with 2+ years experience in relationship management and sales, or other skills related to fundraising, are also encouraged to apply.
- Strong written and oral communication skills
- Bachelor's degree
- Experience with a Donor Management System (or CRM)

Skills

- *Entrepreneurial Spirit:* Must take initiative and actively seek to deepen current donor relationships and to forge new ones. Consistently make decisions that resolve problems, while understanding when to reach out for help, support, and direction
- *Relationally Intelligent:* Possess outstanding written and verbal communication skills, knowing how to adapt communication style and strategies depending on the audience. Can "read the room" well and clearly articulate Steiger's vision and mission in an appropriate way to different types of people
- *Results Oriented:* Able to multitask, meet deadlines, and work productively and diligently with minimal supervision. Attentive to detail, with strong project management skills
- *Responsive:* Demonstrate the ability to respond with urgency to the needs and requests of others, internally and externally, and to ensure a high degree of responsiveness
- *Collaborative:* Understand the impact of their work on other team members, communicating and collaborating appropriately
- *Flexible:* Willing and able to adjust to changing conditions or priorities
- *Creative:* Capable of thinking strategically and creatively

- Professional, friendly, and honest
- *Tech savvy*: Can navigate technology with ease, happy to learn new systems, approaches and methods, interested in technological advances

Other Important Considerations:

- This role requires long times of being on the phone and computer during the day, without interruption, so the successful candidate needs to be able to work in this way.

Valid as at 28 Oct 21

APPLICATION PROCESS

After reading this Opportunity Profile, if you sense the gifts, skills, and experiences God has given you are a good fit for the position of Twin Cities Development Officer, we invite you to begin the inquiry process.

Please complete our Registration of Interest form ([click here](#)), which will also include uploading a CV/Resume and links to samples of your work, including your portfolio. If you have any questions, please email usa@steiger.org.

Steiger Role Definitions

Missionary

A Steiger Missionary has completed Steiger's training program and usually serves in a leadership or frontline (evangelism, discipleship and/or training) role. Missionary roles are generally funded by the Missionary Support Model, which involves raising personal financial support. Steiger provides training, resources (marketing materials, an online donation page, back office support, etc.) and coaching to support its missionaries in becoming fully funded.

Staff

A Steiger Staff member serves in a paid position that is organizationally funded. Staff roles are usually administrative in nature, and/or include the responsibility of raising funds for the mission as a whole (i.e. development roles).

Volunteer Team Member

A Steiger Volunteer Team Member commits time to the mission of Steiger (part time or full time), without being paid by the mission or raising personal financial support. As with missionaries or staff, Volunteer Team Members have a documented job description, goals and responsibilities, and reporting relationships within Steiger's organizational structure. They may be part of a team consisting of Steiger staff, missionaries, and volunteers.

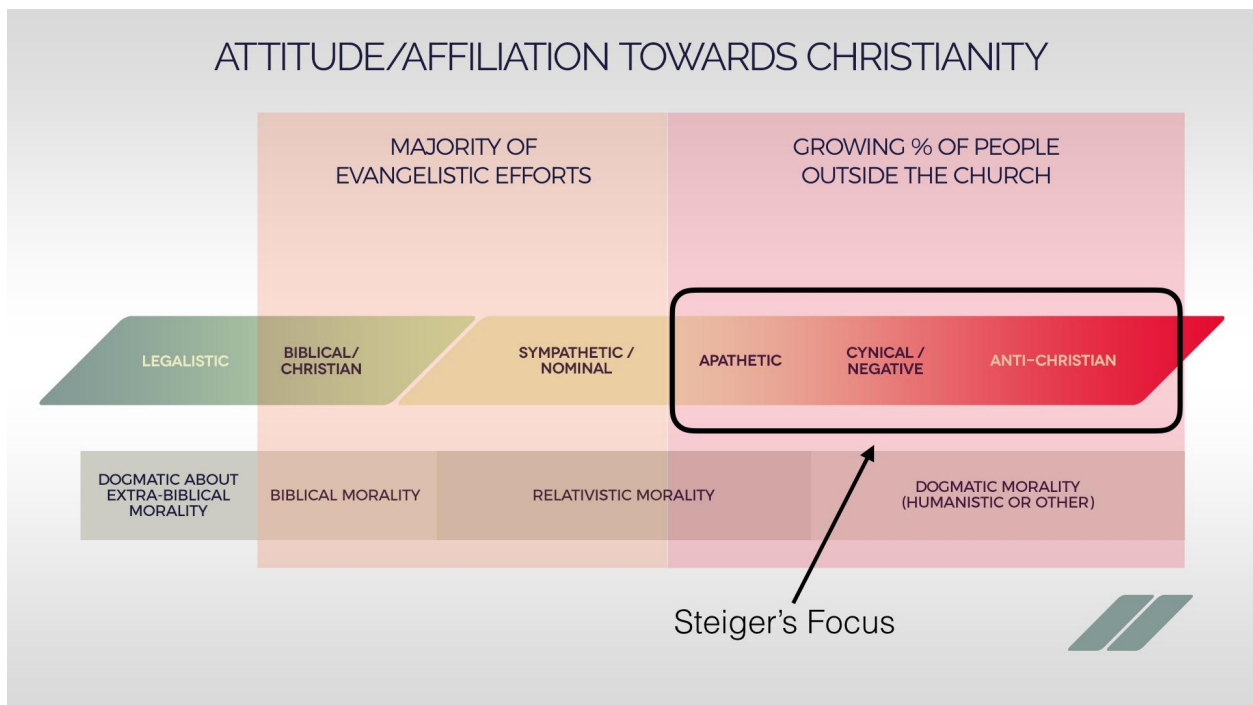
WHAT IS STEIGER?

www.steiger.org

Steiger is a rapidly-growing, worldwide mission organization that is called to reach and disciple the Global Youth Culture for Jesus.

The mission's primary purpose is to bridge the gap between the Church and the Global Youth Culture. Steiger does this by raising up missionaries and equipping the local church to proclaim the message of Jesus in the language of the Global Youth Culture. We establish long-term teams in cities through creative evangelism, relevant discipleship, and local church partnership.

www.steiger.org/about-us/what-is-steiger



What is the Global Youth Culture?

We live in a time of unprecedented connectedness.

Mass media, economic strategies, and above all, the Internet have eroded cultural boundaries. Today, young people all over the world are more similar than ever, making up a truly Global Youth Culture.

The Global Youth Culture, ranging in age between 17 and 35, can be found in every major city on the planet. They have grown up in a world dominated by video games, pornography, and social media. This generation is taught that there is no absolute truth and therefore no universal morality - everyone is free to choose for themselves what is

right and what is wrong. An “anything goes” attitude has been adopted when it comes to sexuality.

They are told that the key to happiness is found within. Just follow your dreams - don't let anyone tell you who you are or what you want. Take care of yourself above all else. Yet paradoxically, this generation is passionate about injustice. They care about the oppressed and the marginalized. They want to use their lives to make a difference in the world.

Still they spend hours a day interacting in virtual worlds, trying to live up to the carefully curated lives of the pop stars and internet influencers that they follow online. This is leading to an epidemic of loneliness, anxiety, depression, and suicide.

Sadly, this generation is NOT looking to the Church for answers because they believe it to be irrelevant to their lives. Many are apathetic, cynical, and even hostile to the Gospel.

These are our friends, our sons and our daughters. Our vision is to communicate the Gospel to these people who have such a negative view of God.

For more information, visit our website: [What is the Global Youth Culture.](#)

Bridging the Gap: Steiger City Teams

Steiger's mission is to bridge the gap between the Church and the Global Youth Culture by establishing long-term teams in cities around the world.

A Steiger City Team is a dynamic, bold and multi-gifted team who's specialized in reaching the Global Youth Culture. It's a catalytic force for unifying and mobilizing followers of Jesus to reach out and impact their city.

So how does a Steiger City Team do this? We:

1. develop a culture of “seeking God”
2. establish a regular, relational presence in the secular scene
3. engage in regular creative evangelism of all kinds
4. host large-scale, evangelistic events
5. create spaces that foster discipleship relationships that act as a bridge to the local church
6. equip local churches to reach the Global Youth Culture
7. establish a network of church and ministry partnerships
8. seek to multiply the impact by investing in young leaders and influencers

For more information on City Teams, [check out our web page.](#)

What We Believe

Information on our core values and what we believe can be found on our webpage under [“What We Believe”](#)