

The Donor Engagement Specialist (DES) is a full-time non-exempt role in the Development Department, and will report to the Food Resource Manager.

### Position Summary

Meet with retail grocery stores and distribution centers on a regular basis, keeping them informed about the food bank's programs, services, and donation guidelines. Attend store meetings and training sessions. Facilitate the Agency Empowerment Program. Track, monitor and report donation progress to staff, donors, and others as appropriate. Develop and manage donor recognition and retention program for retail donors.

The Donor Engagement Specialist will collaborate with the rest of the Second Harvest team to uphold our mission to "Engage, Feed and Educate."

### Job Responsibilities

- Manage and sustain current Store Donation Program donor relationships through visits, presentations, phone calls, emails, thank you letters, and other correspondence
- Identify prospective donors; cultivate relationships and program support
- Create and follow donor visitation schedule
- Create and maintain donor contact lists and files
- Coordinate with food bank transportation department to monitor and adjust donation pick-up schedule as necessary
- Track, monitor and report donation progress to food bank staff, donors, and others as appropriate
- Respond timely to special needs and requirements of donors; troubleshoot problems preventing or hindering donor participation
- Logging donations received into Salesforce (weekly)
- Updating donor information as needed
- Produce reports for reconciliation with accounting software (monthly)
- Entering invoices into SAGE (weekly)
- Obtain manager approval on invoices prior to issuing check
- Cut A/P checks that are due and approved for payment, provide to CEO with supporting documentation for signature (weekly)
- Scan and mail checks (weekly and/or as needed)
- Other duties as assigned

### Required Qualifications (knowledge, skills, abilities, competencies)

- Four-year degree in a related field, or four years' combined experience in a related field.
- Experience interacting with donors a plus
- Experience in the retail industry a plus
- Experience in a non-profit setting a plus
- Experience with Salesforce a plus

- Experience with Sage a plus
- Always represent the organization in a professional, pleasant, and courteous manner
- Maintain positive public relations and exceptional customer service
- Excellent project management skills; ability to organize and prioritize work and tasks
- Ability to work independently with minimal supervision
- Attention to detail, accuracy, and timelines
- Ability to communicate verbally and in writing in a clear, professional, and timely manner
- Ability to travel within Big Bend service area
- Ability to travel statewide or nationally for trainings and conferences
- Computer proficiency in Microsoft Excel, Word, PowerPoint, and Outlook. The ability to both learn and use various management information systems
- Must possess a valid Florida Driver's License and clean driving record
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#### Compensation

This position pays is \$22.00-\$24.03 an hour commensurate upon experience. Second Harvest also provides a generous benefits package inclusive of paid health, dental and life insurance for the employee. Employees may elect to participate in the Simple IRA retirement program; SHBB will match up to 3% of your salary. SHBB recognizes 12 paid holidays each year, and employees receive a generous PTO allotment.

#### Physical Demands

The physical demands described here represent those that must be met by an employee to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently must stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop; kneel, crouch, and taste or smell. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, peripheral vision, and ability to adjust and focus.

#### HOW TO APPLY:

Qualified applicants may submit your resume and cover letter to [HR@fightinghunger.org](mailto:HR@fightinghunger.org) by, C.O.B Monday, July 22, 2024.