



OPERATION GRATITUDE
Community Outreach Manager
REMOTE

JOB TITLE: Community Outreach Manager
DEPARTMENT: Community Engagement
REPORTS TO: Senior Director, Community Engagement
LOCATION: Remote

MISSION + VISION:

Mission: Our mission is to honor the service of our military and first responders by creating opportunities to express gratitude

Vision: We envision a future where all who serve believe the American people care

THE OPPORTUNITY:

Reporting to the Senior Director of Community Engagement, the Community Outreach Manager will be responsible for planning and managing all aspects of the Annual Giving program as well as overseeing the Third-Party events program. This role is also responsible for maintaining donor data integrity within the donor database ensuring complete records are established and maintained. This individual plays an active role in the identification, cultivation, solicitation and recognition of individual donors and fund raisers and will be responsible for meeting budget goals. This individual will also be the primary point of contact for individuals hosting Third Party Event fundraisers to benefit Operation Gratitude.

KEY RESPONSIBILITIES:

- Design, implementation and growth of all annual Direct Public Support campaigns including online direct mail and newsletter.
- Administrative support of Indirect Public Support campaigns including United Way, Combined Federal Campaign (CFC) and other employee giving campaigns.
- Utilize direct response communication and fundraising tools (direct mail, email, website) to inform, engage, connect and solicit current, lapsed and prospective donors. Monitor, report and analyze outcomes.
- Work with the Communications team to maintain an active level of written and digital correspondence with all donors.
- Ability to organize, motivate and lead volunteers to success through ad hoc event committees. Collaborate with the agency's Fundraising Committee to provide strategic opportunities for increased fundraising.

- Lead fundraising campaign assessment and evaluation, recommending future adjustments as needed
- Test new donor markets, giving programs, third party events, etc., to expand donor support
- Support all Donor Stewardship efforts
- Support the Community Cares events and other OG events as needed.

QUALIFICATIONS & EXPERIENCE:

- Excellent written and verbal communication skills
- A minimum of five years fundraising experience in annual giving/campaigns and appeals, with an emphasis in individual/annual solicitation.
- Advance experience with donor data systems (Raiser's Edge, Salesforce, etc.)
- Excellent oral and written communication skills.
- Proactive self-starter with a strong results orientation.
- Highly motivated and well-organized with a progressive record of achievement.
- Strong interpersonal skills, ability to work well independently and as part of a team.
- Excellent research, follow-through, analytical, problem-solving and presentation skills.
- Strong commitment to the mission, vision, values, and programs of Operation Gratitude and ability to effectively articulate these to motivate and encourage donors and prospects at all levels.
- High level of diplomacy and confidentiality.
- Ability to work some nights and weekends, as needed for events and deadlines.
- Knowledge of online fundraising tools.
- Experience and high level of comfort working with a diverse group of individuals (staff, volunteers, etc.).
- Experience in team-based, cross-functional work environment with effective and respectful communication as a top priority.

Desired Qualifications

- Experience working in the non-profit sector
- Service in, or affiliation with, the Military/First Responder communities

PROFESSIONAL LEVEL: Full-time, Exempt

Operation Gratitude is an equal-opportunity employer

For more information about Operation Gratitude, please visit www.operationgratitude.com

To apply, please email your resume and cover letter to resumes@operationgratitude.com