



Position Title:	Engagement and Stewardship Specialist
Department:	External Relations
Reports To:	Senior Manager, Engagement and Stewardship Specialist
Location:	Downtown Los Angeles, Headquarters
Exemption:	Exempt

Position Summary

Reporting to the Senior Manager of Engagement and Stewardship, the Engagement and Stewardship Specialist support the donor cultivation and stewardship system that appropriately and consistently promotes the value of Girl Scouts Greater Los Angeles (GSGLA).

Essential Duties and Responsibilities

Responsibilities:

- The Specialist is responsible for implementing and supporting meaningful opportunities to engage prospects and donors from all walks of life, and has a significant effect on GSGLA's ability to promote, increase, recognize and retain supporters. These include, but are not limited to intimate special events for solicitation and recognition, introducing and promoting giving clubs, and managing direct response appeals and related collateral that supports cultivation and/or stewardship.
- This new position will be part of a team responsible for growing the number of new donors and retaining and deepening the relationships with current donors and constituents.
- The Specialist will work with the Senior Manager to implement the best strategies for cultivating prospects and stewarding donors from key constituent groups.
- The Specialist will help manage a calendar of engagement events, ranging from donor-hosted evening and weekend soirees to small gatherings with constituents and the CEO or other chief executives.
- Implement donor appreciation initiatives, including but not limited to donor giving clubs, appreciation events, publicly recognized donor lists, social media and online thank you messaging and more.
- Support outreach and engagement initiatives and a donor loyalty and commitment program both in support of annual fundraising and capital priorities.
- Work with the database and systems staff to help streamline and improve processes around list management, data integrity, gift acknowledgements, pledge reminders, fund management and donor reporting.
- Collaborate with Marketing and Communications team to ensure strategic communications opportunities for prospects and donors are being realized to their fullest potential.

Essential Duties:

1. Support a systematic and integrated engagement and stewardship program that encompasses donor cultivation and recognition events.
2. Support a monthly donor program e.g. acquiring, welcoming, retaining and reactivating monthly givers via phone and in writing so that we are poised for growth.
3. Collaborate with Database & Operations team on tracking processes regarding acknowledgement, recognition, on-going communications and continued cultivation of past and current donors.

4. Work collaboratively with fund development and marketing and communications staff to compose letters, compile appropriate invitation lists, engage featured program participants, create programs and provide program materials, and obtain donor awards and recognitions as needed.

6. Collaborate with mission delivery colleagues to create Moment to Mission opportunities for prospects and donors. Implement programming opportunities.

7. Collaborate with marketing and communication on mass-market giving strategies including direct mail and web or email-based solicitations.

Organizational Relationships:

The Engagement and Stewardship specialist reports to the Senior Manager of Engagement and Stewardship who reports to the Chief External Relations Officer. The External Relations Division encompasses Fund Development, Special Events, Information and Database Services, Marketing and Communications, and Public Relations and Advocacy on behalf of the Girl Scouts of Greater Los Angeles (GSGLA).

To effectively fulfill the responsibilities of the position and maintain a highly collaborative environment, the Specialist must work closely with the Senior Manager and the remainders of the External Relations team.

The will actively participate in key meetings and discussions as assigned. He/she will effectively lead and manage one staff person and potential interns.

Skill, Experience & Education

Skills and Knowledge:

- Detail-oriented, well organized, focused and goal-oriented, with a high level of initiative and energy. Must display a high level of maturity and personal integrity and ability to understand, develop, and sustain resilient and dynamic relationships with donors, colleagues, and senior management.
- Strong interpersonal skills with the ability to communicate effectively and persuasively with coworkers and with donors; must have demonstrated ability to exercise good judgment, tact, and discretion.
- Exceptional writing skills with an eye for creativity and great attention to detail. Ability to craft compelling donor communications from meaningful acknowledgement letters to accurate engagement and fund activity reports.
- High organizational ability, adherence to strict deadlines, and ability to manage concurrent projects and priorities.
- Solid computer skills, including knowledge of common donor databases, such as Raiser's Edge, and productivity tools within the Microsoft Office and Adobe design suites.
- Work independently to develop a donor stewardship matrix, outlining gift acknowledgement process for all gift levels, following industry standards and best practices.
- Establish a collaborative relationship with the mission delivery division to ensure free flowing exchange of information.
- Exercise independent judgement in collecting and analyzing information on prospects and donors to be utilized in the development of cultivation and stewardship programs.
- Bring donor relations perspective to discussions to ensure each piece of collateral from Marketing and Communications is integrated into the overall donor relations and recognition strategy.
- The ability to interact comfortably, tactfully, and effectively with varied internal and external constituencies is essential.
- Experience in special events support.
- Desire to have fun while working in an environment of intelligent, highly motivated people.

Education and Experience:

A bachelor's degree is required. Preference for candidates with experience in development, stewardship, communications, customer service, or related field. Previous experience interacting with philanthropic donors is required.

Some regional travel, weekend, and evening work required.

Support an inclusive environment and values the individual traits, skills and talents of all staff, volunteers, girls, prospects, and donors.

Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement.
- Possess a positive attitude with strong work ethic, integrity and honesty.
- Must be flexible, adaptable and willing to thrive in an ever changing/fast-paced environment.
- Develop and maintain sensitivity to employee diversity in the work place.
- Behave in ways that demonstrate respectful treatment of other employees, volunteers and girls.
- Practice pluralism and be inclusive with the services provided.

Please submit a cover letter and resume to NFarrarAdams@girlscoutsla.org. Thank you.