



Job Title: Stewardship Manager	Reports to: Director of Development
Department: Development	Revision/Approval Date: 01/04/24

## SUMMARY

The Stewardship Manager plays a key role in keeping donors to and members of the National Domestic Violence Hotline informed about the impact of their giving and engaged in its mission through strategic communications and online and in-person events. They are an exceptional storyteller and project manager able to convey the essence and urgency of The Hotline's mission through a variety of media.

## Compensation

\$75,000

## Essential Duties & Responsibilities

- Develops and manages The Hotline's stewardship calendar for donors and members at all giving levels, ensuring the timely delivery of all stewardship activities.
- Coordinates with colleagues across The Hotline to collect and craft stories that illustrate the most important and most compelling aspects of The Hotline's mission for donor audiences.
- Lead the content development and production of stewardship and solicitation campaigns, including print and electronic newsletters, emails, donor reports, videos, virtual, and in-person events, working with designers, printers, and mail houses as needed.
- Builds and schedules emails in donor database marketing platform and member portal.
- Updates acknowledgement templates regularly.
- Ensures that stewardship activities are accurately recorded in donor database records, working in conjunction with colleagues in Development Operations.
- Identifies and implements best practices to ensure that stewardship activities adhere to professional standards and meet donor expectations.
- Evaluate the effectiveness of stewardship programs, events, and other activities.
- Supports Development Operations and Hotline events as needed.

## **Education & Experience Required**

- Bachelor's degree in related field
- Five years of content development, editing, and project management experience.
- Equivalent combination of education and experience

## **Knowledge Skills and Abilities**

- Ability to maintain strict confidentiality of employee, donor, funder, and constituent information.
- Highly organized, self-sufficient, and able to manage time and multiple projects on deadline.
- Attention to detail, strong analytical skills, and data-driven thinking a must.
- Proficient to expert in working with Microsoft Office Suite, especially Excel and Word.
- Ability to work with and respond with sensitivity and awareness to those with diverse cultural, ethnic, and social backgrounds, values, attitudes, and languages.
- Excellent written and oral communication skills in composition and proofreading including good command of English grammar and spelling.
- Ability to interact professionally and effectively with a diverse group of fellow team members, executives, managers, external groups, and subject matter experts.
- Ability to carry out and articulate with passion the mission, vision, programs, and purposes of the organization.
- Intentionally and actively, foster positive working relationships and organizational culture.
- Adherence to the Association of Fundraising Professionals' Donor Bills of Rights and Code of Ethics.

## **Preferred Qualifications**

- Basic graphic design skills and experience.

## **Other Requirements/Working Conditions**

- This role is a hybrid position based in Austin, Texas.
- Must have a home workspace that is confidential, secure and free from distraction.
- This position may be required to spend some time in-office.
- Must maintain standards of confidentiality related to agency information.
- Prolonged sitting or standing using keyboard, phone, and computer.

**The National Domestic Violence Hotline operates 24/7. All work is conducted in alignment with the values of The Hotline. These include:**

- Integrity: We conduct every aspect of our work to the highest ethical standards and hold ourselves accountable to them. We value transparency and staunchly safeguard the confidentiality of those we serve.
- Thought Leadership: We are committed to learning constantly, developing innovative practices and evolving strategies as necessary to achieve our vision and mission.
- Excellence: We value performance and results. We aspire to be the best and to embrace the challenge to exceed expectations.
- Collaboration: We work as a team within the organization and with a wide range of partners outside of it, in the belief that only through these partnerships will we achieve the broadest impact.
- Social justice: We value diverse perspectives and strive to incorporate an anti-oppression lens in all aspects of our work.
- Caring: We conduct our work with compassion and in the spirit of inclusion, and we meet all individuals with respect and without judgment.
- Survivor-centered: Our work begins and ends with the interests of survivors of relationship abuse in mind.

*This description only includes essential functions of the job. These statements are not intended to be construed as exhaustive of all duties, responsibilities, and skills required for this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties required by the job objectives, supervisor, and mission and values of The Hotline. This description does not modify any employee's at-will-status and is not a contract for continued employment of any duration.*

To Apply visit <https://www.thehotline.org/careers/>