

## Member & Donor Relationship Manager

**Department:** Development

**Type:** Full-time, salary with health and retirement benefits and parking

**Employer:** LBJ Foundation

**Location:** LBJ Presidential Library, Austin, Texas

**Schedule:** Normal business hours with occasional evening or weekend work in support of events



**To Apply:** Please send a cover letter and resume to the LBJ Foundation, at [hr@lbjfoundation.org](mailto:hr@lbjfoundation.org) no later than February 21, 2025.

### Vision for Position

The Member & Donor Relationship Manager believes deeply in the [mission](#) of the LBJ Foundation and will enhance our development strategy and systems. The role requires strong customer service, an eye for detail, and a commitment to elevating the stewardship and engagement of our members and donors.

The Member & Donor Relationship Manager facilitates our two membership programs – [Friends of the Library](#) and [Future Forum](#) – with a focus on member acquisition, renewals, stewardship, and participation. This position is also actively involved in the operations of the Development department including database administration, gift processing and receipting/acknowledgements, supporting the identification and engagement of new potential donors, and serving as a part of the team delivering public programming, including our renowned Future Forum and Evening With speaker series.

**Team Structure:** The Member & Donor Relationship Manager is part of the Development team and works closely with and under the supervision of the Chief Development Officer to maintain high quality development operations, donor stewardship, and successful membership programs.

### Essential Attributes

This job could be for you if you bring experience in nonprofit development, membership programs, or other applicable experience. The Member & Donor Relationship Manager has a background in database management and a commitment to accuracy, timeliness, and enhancing the donor and member experience. You understand and enjoy the mission-driven culture of the nonprofit sector but bring an entrepreneurial energy and approach to your work. A successful candidate understands how their role impacts the overall mission and brings consistency, creativity, resourcefulness, and critical thinking to the role. This role also collaborates effectively with colleagues and stakeholders of diverse backgrounds, views, and positions.

*If you are not sure if you meet 100% of the qualifications, but you are eager to learn, we encourage you to still apply. We are actively seeking people who believe in the mission, are ready to learn, and will bring a lot to the team! Training on our systems and processes will be provided.*

### Job Functions

#### Development & Stewardship – 40%

- Membership Fundraising: Secure new, renewed, or increased funding and in-kind support for Friends of the LBJ Library and Future Forum through online giving, direct mail campaigns, membership renewal/rejoin communications, in-person/phone solicitation, and proposals, in close collaboration with the Chief Development Officer.
- Annual Development Plan: Support the Chief Development Officer in the creation and execution of an annual development plan to achieve revenue goals.
- Annual Campaign: Manage a multi-channel end-of-year annual giving campaign.

- Major gift fundraising support: Assist leadership with donor identification, qualification, cultivation, and solicitation for individual, corporate, or foundation gifts.
- Stewardship: Provide an exceptional donor experience and seamless execution of donor/member benefits, recognition, and thank you correspondence. Assure accurate and timely gift entry, reporting, and stewardship.

#### Data Management & Reporting – 40%

- Database Management: Primary manager of donor customer relationship management (CRM) in the Raiser’s Edge/NXT database ensuring data quality and conducting regular, ongoing maintenance of member and donor data.
- Gift Processing and Reporting: Process charitable gifts and event registrations in the CRM database; prepare acknowledgement and receipting of all donations and write and process reports related to giving trends, financial transactions, and revenue reconciliation.
- Organizational Reports: Develop management reports and dashboards to enhance organizational effectiveness.

#### Member Involvement and Events – 15%

- Event Registration & Communication: Manage event registrations, guest lists, pre- and post-event communication, and check-in during events.
- Event Support: Support on-site event logistics to foster an exceptional participant experience.

#### Organizational Support – 5%

- Monitor and coordinate grant/proposal submissions that align with our mission, in partnership with colleagues.
- Perform other duties and special projects as assigned by the Chief Development Officer.

#### Minimum Qualifications (Required):

- Relevant experience in nonprofit development, or similar
- Excellent organizational and analytical skills
- Proven experience in nonprofit CRM database software
- Proven ability to manage event logistics
- Excellent customer service skills
- Strong interpersonal skills to interact with staff, volunteers, members, and donors
- Ability to communicate effectively, both orally and in writing
- Proficient in Microsoft Office Suite with strong Excel skills

#### Preferred Qualifications (Not Required):

- Experience managing individual annual giving or membership fundraising campaigns
- Experience with fundraising software and online giving platforms
- Knowledge of data collection and reporting best practices
- Proficient in digital communications platforms (Constant Contact preferred)
- Copy writing and editing skills
- Knowledge of the gift lifecycle and fundraising best practices as set by the Association of Fundraising Professionals, including solicitation, stewardship, gift processing, and gift acknowledgement practices

#### **About the LBJ Presidential Library**

Situated on a 30-acre site on The University of Texas at Austin campus, the LBJ Presidential Library is one of 14 presidential libraries administered by the [National Archives and Records Administration](#). It houses 45 million pages of historical documents, 650,000 photos, 5,000 hours of recordings, and more than 54,000 artifacts from the political career of the 36th President of the United States, Lyndon B. Johnson.

In addition to serving as an archive and museum dedicated to Johnson’s life and political career, the library hosts special exhibitions, educational programming, and events throughout the year.

### **About the LBJ Foundation**

Established by President and Mrs. Lyndon B. Johnson in 1969, the LBJ Foundation is a nonprofit organization comprised of a board of trustees and administrative staff that supports the LBJ Presidential Library and the LBJ School of Public Affairs at The University of Texas at Austin.

The LBJ Presidential Library, operated under the auspices of the National Archives and Records Administration, maintains the archive of President Johnson's administration and political career and promotes his legacy while providing, in his words, "a springboard for the future" through public programming aimed at addressing the issues of our time. The Foundation enhances the Library by directing public programming, administering the museum's store and admissions operations, and directing grants for researchers and scholars.

The LBJ School of Public Affairs embodies President Johnson's living legacy by nurturing leaders and public servants in the hopes that they will pursue what he called "the oldest, most basic mission of our country: to right wrong, to do justice, to serve man." The Foundation provides financial support for the school for the outstanding education it offers its graduate students in public policy and government affairs, community outreach, and global initiatives.

All bearing our 36th President's name, these three institutions—the LBJ Foundation, the LBJ Presidential Library, and the LBJ School of Public Affairs—preserve Lyndon B. Johnson's consequential legacy while pursuing his hopeful vision for the future.

### **Equal Opportunity Employer**

The LBJ Foundation is an equal opportunity employer and does not discriminate against any employee or applicant on the basis of race, religion, gender, sexual orientation, national origin, age, disability, veteran status, or any other protected status under applicable laws. We encourage all to apply.

The LBJ Presidential Library is a federal institution and requires all employees working within the building to submit fingerprints and undergo a background check.