



Hawai'i Foodbank Job Description

Job Title: Director of Annual Giving
Department: Development
Reports to: Vice President & Chief Impact Officer
FLSA Status: Exempt
Last Review Date: July 2024
Approved by: President & CEO
Approved Date: July 2024

POSITION SUMMARY

The Director of Annual Giving is responsible for developing and implementing bold, collaborative and effective individual-giving strategies to help fund Hawai'i Foodbank's food distribution programs and strategic initiatives. The Director will articulate Hawai'i Foodbank's values, needs and vision to key stakeholders, contributing to organizational health and effectiveness through their significant financial support.

The position incumbent will collaborate with the team in creating strategies for transformative fundraising, developing authentic relationships with donors and growing philanthropic resources for Hawai'i Foodbank. The team will work to sustain and increase the number of \$1,000+ donors, the size of individual donations and deepen donor engagement. This individual will maintain their own portfolio of donors and prospects, including potential gifts. The Director will identify, cultivate, engage, solicit and steward supporters, fulfilling donor interest and assuring that as many as possible are retained and upgraded in their giving and involvement.

The Director will synthesize and translate Hawai'i Foodbank activities and goals into fundable projects. This position will work with the VP & Chief Impact Officer and other development team colleagues to develop packaging and messaging in various formats for food distribution programs, including but not limited to individual solicitations, direct mail program, recurring gifts, etc. In addition, the Director of Annual Giving will also keep the leadership team apprised as to donor appetites, concerns, available funding and general philanthropic trends.

The incumbent is involved in the development of the annual giving budget and action plan, with specific responsibility for individual giving. The Director will support sound fiscal management and operate within the approved budget, ensuring maximum resource utilization, and maintenance of the organization in a positive financial position.

The Director will collaborate with the team to execute and analyze testing of communications and fundraising solicitations with various donor segments and prospects making data-driven decisions for improvements and outcomes.

The Director reports to the Vice President & Chief Impact Officer, supervises the Individual Giving Manager and collaborates with the Director of Major & Capital Gifts and the development team.

The incumbent is a key member of the Development Marketing and Communications (DMC) Team, which includes Major & Capital Giving, Institutional Giving, Community Giving, to include food drives and events, Marketing & Communications, as well as Advocacy.

The Director is a skilled relationship builder, optimal team member, compelling communicator and a strategic thinker, with proven success in upgrading and closing individual gifts.

This highly energetic and positive professional has a track record of building donor relationships and closing gifts in a team environment and adheres to the highest ethical standards, demonstrate empathetic disposition and perseverance, and respect for neighbors in need whom we serve.

The incumbent should demonstrate passion for social services, have a proven record of cultivation and stewardship of individual gifts, soliciting and securing recurring gifts, providing outstanding customer service, see fundraising in a collaborative rather than competitive environment, have knowledge of Hawai'i's philanthropic environment and be able to build relationships with internal and external customers. The Director of Annual Giving must demonstrate an active commitment to the Hawai'i Foodbank's mission in all aspects of daily work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Planning & Strategy

- Translates Hawai'i Foodbank's strategic direction into compelling funding opportunities for use in annual giving, special initiatives and recurring giving. Develops messaging and requests that focus on the needs of Hawai'i Foodbank to attract, retain and motivate individual donors.
- Collaborates, develops, implements and executes the fundraising budget and annual plan.
- Leads the organizational alignment of short- and long-term strategy for revenue generation from the annual donor segment, including pipeline development of donors at leadership gift levels and management of capital campaigns. Defines performance measures for the annual gift segment, including donor retention and upgrades and monitors results. Develops data-driven decisions based on comprehensive analysis of performance results.
- Cultivates a thorough, working knowledge of Hawai'i Foodbank's goals, mission and community needs in order to articulate and package organizational priorities

for stakeholders. Works with other development, program and operations team members to generate strategic funding opportunities.

- Oversees efforts which ensure annual donors are informed of key organizational initiatives and impact through continuous and relationship-oriented communication
- Collaborates with marketing, communications and program staff to ensure fundraising channels are aligned.

Fundraising & Relationship Management

- Manages a caseload of 100+ donors. Cultivates and stewards relationships with individuals to solicit financial support, deepen engagement and work towards upgrading to a major donor.
- Manages and grows Hawai'i Foodbank's individual donors to include the development of a portfolio of recurring gift prospects, engagement of donors who are interested in deepening their partnership with Hawai'i Foodbank. Through a process of identification, qualification, cultivation, solicitation, and stewardship with the goal of building enduring relationships that lead to consistent and solid financial support for programs, services, and operations on O'ahu and Kaua'i, to include membership in recurring/annual giving and fostering potential member in major donor and planned giving programs.
- Creates relationship and revenue goals for each donor based on history of giving, research and personal knowledge of interest and capacity. Creates a foundational communication plan for each donor and faithfully executes that plan.
- Secures financial support through both in-person/virtual solicitations and written proposals.
- Works within and across departments to obtain information in order to create funding opportunities and report back on how the donor is making a difference.
- Maintains accurate donor records and captures contact activities in the database. Ensures that gifts are acknowledged in a timely way, that pledges are accurately documented and that gift commitments are fulfilled.

Leadership

- Develops, engages and collaborates with the development and other Foodbank team teams with an emphasis on partnerships, focus on the mission and the common good, with priorities and performance that are consistent with the organization's mission, vision, strategic direction, and values. Responsibilities include hiring and on-boarding, performance and workload management, goal setting, conflict management, establishing back-up plans and cross-training, coaching and personal/professional development planning for the Individual Giving Manager.
- Provides collaborative leadership and management of annual gift fundraising efforts. Ensures the annual gift team is resourced for successful identification, cultivation, solicitation and stewardship of donors.
- Assigns and drafts donor communications for the President & CEO, VP & Chief Impact Officer, board members and other high-level volunteers. Prepares and

resources them for meetings with current and prospective major donors and oversee follow-up.

- Recruits and manages fundraising consultants.
- Contributes to fostering a culture of continuous learning and cross-departmental collaboration.
- Prioritizes staying informed about the work, needs and priorities of the organization.
- Represents and advocates for the needs of various audiences and direct reports.
- Collaborates with VP & Chief Impact Officer on organizational budgeting and establishing annual and multi-year funding goals with corresponding plans.

OTHER TEAM RESPONSIBILITY FUNCTIONS

- As a member of the Development Team, will be actively engaged with the Annual Food Drive Campaign, to include work with a collection site and/or coalition.
- As a member of the Development and Leadership Teams, will be actively engaged with Hawai'i Foodbank events and/or activities, such as Great Chefs Fight Hunger, the National Association of Letter Carriers, etc.
- Represent Hawai'i Foodbank at community events, networking functions and fundraising activities to promote the organization and build relationships with potential donors.

ABILITIES, KNOWLEDGE, AND SKILLS

- Be able to work independently and with a team, having a strong work ethic, high degree of self-motivation, and working well under pressure.
- Be adaptable, collaborative, inclusive, respectful, and goals-oriented.
- Possess exceptional time management, prioritization, and problem solving skills.
- Communicate effectively, demonstrate leadership, exhibit professional integrity, take initiative, and value the mission/vision and strategic direction of Hawaii Foodbank.
- Comply with all federal, state, and company policies, procedures, and regulations.
- With team, present recommendations and assist in implementing quality initiatives.
- Provide support on any other duties, as assigned.

QUALIFICATIONS

- Demonstrated ability to identify, qualify, solicit, and close major and planned gifts.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Working evenings, holiday, special events, project work, and weekend hours, as needed.

PHYSICAL DEMANDS

Physical Demands	Not Applicable	Occasional 1 – 33%	Frequent 34 – 66%	Constant 67 – 100%
Pushing		X		
Pulling		X		
Lifting		X		
Ground to Waist Height		X		
Waist to Chest Height		X		
Overhead Height		X		
Carrying		X		
Sitting				X
Standing			X	
Walking			X	
Running		X		
Stair Climbing		X		
Bending		X		
Crawling		X		
Squatting		X		
Kneeling		X		
Stooping		X		
Crouching		X		
Climbing		X		
Forward Reaching		X		
Twisting		X		
Side Bending		X		
Overhead Reach		X		
Grasping				X
Handling				X
Finger Dexterity				X
Vision				X
Hearing				X
Eye-Hand-Foot Coordination				X

DESCRIPTION OF TASKS

- Most tasks covered in essential duties and responsibilities.

COMMUNICATION DEMANDS

Communication Demands	Not Applicable	Occasional 1 – 33%	Frequent 34 – 66%	Constant 67 – 100%
Talking to co-workers			X	
Talking to donors, potential donors, and stakeholders				X

Written communication to co-workers			X	
Written communication to donors, potential donors, and stakeholders				X
Talking to funders, potential funders, partners, & vendors		X		
Written communication to funders, potential funders, partners, & vendors		X		
Talking on the telephone				X
Supervising others				X
Responding to written or verbal requests of co-workers			X	
Responding to written or verbal request of funders, potential funders, partners, & vendors		X		
Training, presentations, giving verbal instructions		X		
Receiving verbal instructions		X		
Receiving written instructions		X		
Writing/composing written language				X
Reading				X
Visiting/working at different work sites		X		

DESCRIPTION OF TASKS

- Most tasks covered in essential duties and responsibilities.

SUPERVISORY AND LEADERSHIP RESPONSIBILITIES

- Serves as a member of the Development and Leadership teams.
- Strong leadership and team management abilities, with experience supervising and mentoring staff.
- Provides direct supervision for the Individual Giving Manager.
- Provides guidance to team members(s) and assist with problem resolution.
- Provides supervision and mentorship to staff, as assigned.
- Minimum 3 – 5 years management/supervisory experience required.

EDUCATION, EXPERIENCE AND ABILITIES

- Bachelor's degree (B.A.) from a four-year college or university; or 5 – 7 years fundraising experience with a focus on annual giving and donor relations and/or training; or an equivalent combination of education and experience.
- Proven track record of successfully meeting fundraising goals and cultivating donor relationships.
- Minimum of five years in nonprofit development focusing on individual giving, major gifts fundraising and planned giving experience or highly referable customer/client relationship management experience.
- This position requires a dynamic leader with a passion for addressing food insecurity and a proven track record of fundraising success.
- Excellent written and verbal communication skills, with the ability to articulate the mission and impact of the organization to diverse audiences.
- Highly organized with the ability to manage multiple priorities and deadlines effectively.
- Stay informed about industry trends and best practices in annual giving and fundraising, incorporating innovative approaches into strategies.

REASONING ABILITY

- Ability to carry out a varied and wide range of written or oral instructions, from detailed to uninvolved to nebulous.
- Ability to deal with problems involving a few concrete variables in standardized and unique situations.
- Possess the ability to define problems, collect data, establish facts, and draw valid conclusions in the problem solving and decision making process; ability to interpret an extensive variety of technical instructions; and ability to analyze all aspects of a situation and determine win-win outcomes.

EQUIPMENT, SOFTWARE, MACHINES, TOOLS, VEHICLES USED

- Must have strong computer skills, including experience with Microsoft Office, Adobe Acrobat, teleconferencing/video applications, and familiarity with database management.
- Donor database proficiency required, with mastery strongly preferred (currently use Raiser's Edge).
- Working knowledge of wealth management, financial planning, tax and charitable gift laws, and recurring giving vehicles and methods.
- Insured vehicle with valid driver's license and clean driving record.

WORK ENVIRONMENT

- Requires driving for off-site day, evening and weekend meetings and events.
- Requires the use of computer, mobile, telephonic, etc. equipment.
- The noise level ranges from quiet to moderate to loud at times.

ADDITIONAL INFORMATION

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties required by management. Management has the right to add to, revise, or delete information in this job description.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I have read and understand the essential duties responsibilities, and qualifications for this job and am able to willing to perform accordingly.

Signature

Date

Print Name