



Stewardship Officer Job Description

Position Overview

The Stewardship Officer maintains connections and strengthens relationships with major donors and corporate sponsors. The Stewardship Officer plans, develops, coordinates and deploys unique and meaningful experiences, primarily through targeted communications, that reinforce the value and impact of Federation giving. This position's activities contribute toward additional gift increases and improved retention rates.

The Stewardship Officer reports to the SVP of Marketing and Strategic Initiatives and works in closely with the Sr. Director of Donor Relations and the donor relations team. This position also coordinates regularly with development team senior leadership and staff, communications team and operations specialists who contribute to the overall donor experience. Exceptional communication and writing skills, attention to detail and demonstrated experience analyzing and understanding donor records, development data and stewardship trends are essential.

Responsibilities

- Help cultivate relationships with major prospects and donors by writing and sending custom acknowledgement letters and gift proposals. Custom acknowledgment letters offer an opportunity to provide program details and information that reinforce Federation's case for support and offer compelling information about key programs.
- Create segmented, generic impact letters for donors \$10,000+, and identified donors at the \$1,000+ level. Impact letters illustrate the value of Federation programs and services reinforce the impact of a donor's gift to Federation.
- Work with data team, fundraising, development and programming teams, as well as partner agencies, to obtain information about programs and services for custom acknowledgment letters, proposals and impact reports.
- Pursue donor engagement experiences for Annual Campaign donors and Jewish Community Foundation contributors based on the interests of key supporters who are not involved in traditional committee structures, such as small group gatherings/Zoom calls with VIP visitors from global agency partners, parlor meetings, special briefings and other curated activities.
- Work with senior Development professionals on a strategy to capitalize on major gift donor societies and serve as the program lead for these activities. For example, consider working with partners in Development and Marketing to create a bi-annual King David Society (donors \$25,000+) branded newsletter.
- Participate in regular brainstorming on innovative, unique and personalized stewardship communications and experiences. For example, working with Donor Relations, Development and Marketing teams on a donor welcome program or lifecycle moment initiative.



- Maintain Corporate Sponsor portfolio by pulling database reports to gauge open pledges and outstanding payments and work with Donor Information Services and Data Team to create and send appropriate invoices for corporate sponsors.
- Assist SVP Marketing and Strategic Initiatives with writing corporate sponsorship proposals, pledge acknowledgement, sponsor recognition confirmation letters and payment thank you letters.
- Research business prospects for possible corporate sponsorships at all levels.
- Send periodic communications to corporate sponsors with information that reinforces the value of their sponsorship such as event attendance, digital/social media traffic data and other examples of business exposure.
- Coordinate with Events, Marketing, Development and Program departments to ensure follow through on promised corporate sponsorship recognition benefits.
- Additional duties as assigned.

Required Skills and Experience

- Strong written and verbal communication skills.
- Ability to draft correspondence and create a narrative that includes impact and gratitude.
- Demonstrated knowledge of computer applications including MS Word, Excel and PowerPoint
- Experience and strong ability working with CRM databases.
- Proven track record for learning and mastering software tools needed for day-to-day work tasks.
- Experience and demonstrated ability to coordinate and prioritize work flow processes including managing multiple tasks, setting schedules, meeting deadlines, organizing and planning.
- Comfortable working independently as well as collaborating as part of a team.
- Experience planning, implementing and personally executing a variety of cultivation, thank you and engagement initiatives in a fundraising and/or non-profit setting.
- Strong interpersonal skills and ability to develop excellent relationships with internal and external colleagues and stakeholders.
- Ability to navigate in a matrix-management organizational structure with accountability to multiple, cross functional stake-holders and work groups.
- Comfortable working in a fast paced work environment and adapting to rapidly changing priorities and needs.
- Bachelor's degree or a combination of education, training and relevant experience.