

Donor & Volunteer Relations Manager – CAA/CAM

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website: www.cranbrook.edu.

The **Donor & Volunteer Relations Manager** is responsible for the donor and volunteer relations and fundraising, cultivational and stewardship events programs for Cranbrook Academy of Art and Art Museum. The incumbent reports to the Sr. Director of Development for the Academy and Museum (SDOD) and works in close collaboration with the Academy Director, the Museum Director and other members of the Academy and Museum Development team. This position has a critical role in the successful operations of the Academy and Museum and in meeting their financial goals and objectives and those of Cranbrook Educational Community.

Responsibilities include, but are not limited to:

- Develop and implement an effective donor and volunteer relations program to support the efforts of the Development Office, consisting of stewardship, volunteer identification, recruitment and support, event follow-up, and donor and volunteer communications and recognition
- Successfully develop and manage all aspects of all fundraising events for the Academy and Museum by:
 - Identifying, recruiting, and supporting the volunteer chairs and committees for these events, and providing effective training and recognition for their work
 - Serving as primary liaison with the Academy and Museum and/or CEC Events and Communications offices and other staff regarding the events
 - Developing event budget and revenue goals in consultation with the SDOD, satisfactorily meeting each event's budget limitations and successfully meeting or exceeding each event's revenue expectations
 - Managing all event data, including generation of invitation lists and other data selections, and all related information retrieval and reporting, including providing periodic, regular, and accurate information of expenses and revenues, and historical trends and projections, using Senior Systems or other appropriate CEC-wide technology
 - Preparing prompt and accurate acknowledgements to fundraising event attendees and donors, customized as appropriate and meeting all legal requirements
 - Working with the Academy and Museum and/or Director of Grant Development and Administration on event sponsorship strategy and appropriate recognition and with the Academy and Museum and/or CEC Communications offices on effective event marketing and public relations
 - Working with the Director of Annual Giving and Membership for the Academy and Museum to convert fundraising event attendees, sponsors, and volunteers to Annual Fund donors or Museum members

- Manage all aspects of all cultivation, stewardship, or other related events for the Academy and Museum such as exhibition openings, friend- and mini-fundraising events, special prospect, or donor relations events by:
 - Working with the SDOD and other Academy, Museum, or CEC staff to develop event design, hosts, invitation lists, invitations, program, and recognition pieces to appropriately present the event and the activities of the Academy and Museum
 - Identifying and recruiting volunteers and others required for successful management of the event
 - Identifying and successfully involving appropriate funding sources as needed to undertake events by working with the Academy and Museum and/or the Director of Grant Administration and Development on event sponsorship strategy and appropriate recognition
- In collaboration with the Academy Director or Museum Director (as appropriate) and the Director of Annual Giving and Membership, successfully manage Museum exhibition-related events specifically for ArtMembers, other donors, guest artists, curators, etc., and Academy-related events for donors, guest artists, or critics or other special guests or functions
- Manage the Academy's relationship with the Life Governors by developing and implementing an appropriate cultivation, solicitation, and stewardship program which continues to engage these former board members with the Academy and Museum resulting in current or planned gifts
- Develop and implement a robust donor stewardship program that provides annual stewardship reports or events for endowment donors, donors to Academy and Museum facilities, or other projects and Planned Giving donors
- Develop regular cultivation or stewardship publications or other communications for volunteers detailing upcoming opportunities, events, and programs, recognizing achievement, and positively presenting the activities and needs of the Academy and Museum, including regularly monitoring and updating websites for ArtMembers (in consultation with the Director of Annual Giving and Membership and Museum Director) and other Development-related websites for the Academy and Museum
- Regularly evaluate donor and volunteer relations activities and prepare reports for leadership on same. Also, regularly monitor and implement best practices for donor and volunteer relations activities among other regional non-profits or national arts institutions
- Work with other Cranbrook Development colleagues on events not directly managed by the incumbent to ensure successful outcomes
- Work with SDOD to identify top volunteers and/or donors for capital or endowment solicitation
- Assist the Alumni Relations Coordinator with development and implementation of an appropriate cultivation, solicitation, and stewardship program which continues to engage alumni with the Academy resulting in current or planned gifts
- Maintain accuracy, confidentiality, attention to detail, attendance, punctuality, and other performance standards set for in Cranbrook's employee handbook
- Fulfill other duties as assigned

Requirements:

- A Bachelor's Degree in a related field is strongly preferred, and 3 – 5 years of experience in development, event planning or communications/public relations is required
- Excellent interpersonal skills and high-level organizational skills
- Ability to think and plan strategically in order to accomplish goals and objectives
- Demonstrable record of successful sales, management, fundraising or stewardship ability

- Must demonstrate ability to write effective solicitations, proposals, acknowledgements, and donor communications, and create and deliver effective presentations
- Computer proficiency required, especially in Blackbaud's Raiser's Edge, Microsoft Word and Excel, PowerPoint, and other web-based applications
- Requires a valid Michigan driver's license with satisfactory driving record

Cranbrook offers competitive compensation and benefits that include medical, dental, life insurance, long-term and short-term disability, and retirement program with employer match. We also offer generous paid time off, 11 paid holidays and 3 optional holidays, employee discounts, and a unique environment in an educational setting that values collaboration.

For consideration, please visit the employment section of our website for instructions on completing and submitting an application, resume, and cover letter (**please note that a fully completed employment application is required for consideration**): www.cranbrook.edu/employment