

Donor Relations & Stewardship Manager

Founded by Detroit philanthropists George and Ellen Booth in 1904, Cranbrook Educational Community (CEC) includes the Cranbrook Academy of Art, Cranbrook Art Museum, Cranbrook Institute of Science, Cranbrook Schools, Cranbrook Center for Collections and Research, Cranbrook Horizons-Upward Bound, and Cranbrook House & Gardens. Located in Bloomfield Hills, Michigan, twenty miles north of downtown Detroit, Cranbrook's 319-acre campus is a National Historic Landmark District that welcomes tens of thousands of visitors each year to the Museum, Institute, and three historic houses. Cranbrook is also home to more than 150 graduate Academy students and 1,600 students in grades pre-K through 12 attending Cranbrook Schools. www.cranbrook.edu

The **Donor Relations & Stewardship Manager** position is responsible for donor engagement and stewardship for key donors and prospects of Cranbrook Educational Community ("CEC" or "Cranbrook") to help Cranbrook meet its strategic fundraising goals. The Donor Relations and Stewardship Manager implements and manages a comprehensive donor relations and stewardship program that appropriately and consistently promotes successful and meaningful engagement and recognition of individuals and entities supporting Cranbrook. The position reports to the Chief Advancement Officer (the "CAO") and works in close collaboration with the CEC's Advancement team and with those in Schools, Academy and Museum, Institute of Science, Center for Collections and Research, and Horizons-Upward Bound who perform similar functions. The holder of this position plays a vital role in the successful cultivation, solicitation, and stewardship of Cranbrook's most important donors and volunteer leadership. The position also has a very critical role in the success of Cranbrook's Advancement program and in the program meeting its financial goals and objectives.

Responsibilities include, but are not limited to:

- Successfully develop and implement an effective and comprehensive scalable donor relations program to support the efforts of the CEC's Advancement team, consisting of donor communications, recognition, and stewardship, including a community wide recognition society and events for donors or prospects in conjunction with significant fundraising initiatives.
- Create innovative programs and projects to thank and steward donors and to ensure the external annual reporting to donors on endowments and other funds; coordinate this with other Advancement colleagues to ensure best practices and high standards across the CEC; adhere to Cranbrook's approved gift acceptance and donor recognition policies, procedures, and guidelines.
- Successfully manage all aspects of donor stewardship that are the responsibility of the Community, including recognition events such as the president's reception, by working with the Events and Communications team and other Advancement team members; ensure that event invitees and attendees are appropriately tracked in donor database.
- Successfully work with Advancement colleagues to develop and implement strategic engagement and stewardship communications for donors through multiple media, including the Donor Honor Roll, donor newsletters, e-blasts, invitations, and case materials.
- Oversee the Community donor acknowledgement process and prepare other correspondence for the Chief Advancement Officer, President, and Board of Trustee Chair, among others.

- Prepare custom impact reports for key donors and volunteer leadership and write impact stories for stewardship and marketing collateral.
- Oversees all donor relations and stewardship activities for key donors and volunteer leadership including tracking in the donor database and utilizing tickler function to ensure that all are meaningfully stewarded at least once annually, if not more frequently.
- Regularly evaluate donor relations and stewardship activities and prepare consistent and accurate reports for leadership on same. Also, regularly monitor best practices for donor relations and stewardship activities among other non-profits and implement same.
- Successfully oversee the production of donor recognition plaques suitable for campaign and other development initiatives and serve as the liaison with Capital Projects and Facilities on their implementation in accordance with policies and procedures.
- Develop and maintain an inventory of named spaces and buildings on campus and of named funds, including true and quasi-endowed funds and spendable funds.
- Maintain accuracy, confidentiality, attention to detail, attendance, punctuality and other performance standards set forth in Cranbrook's employee handbook.
- Fulfill other duties as assigned.

Requirements:

- A Bachelor's Degree in a related field is required along with minimum three years of successful experience in development, stewardship, events planning, or a related field such as customer relations.
- To successfully perform the functions of this position, computer proficiency is essential, especially in Word and Excel for letter mail merges, complex spreadsheets, Power Point and web-based applications.
- Experience and fluency with CRMs and database management, preferably with Blackbaud: Raiser's Edge and RE NXT.
- Requires demonstrated ability to think and plan strategically in order to successfully accomplish goals and objectives.
- Must also demonstrate ability to write effectively for a variety of purposes, including stewardship reports, acknowledgments, thank-you letters, and persuasive writing.
- Requires 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