DONOR RELATIONS MANAGER

Passionate about the arts? Looking for a new challenge and the opportunity to make a difference in your community? We’re looking for creative, motivated people like you!

This newly created position will support Pittsburgh Glass Center’s (PGC) fundraising goals aimed at growing support from individual donors at the entry, mid, and major gift levels. The Donor Relations Manager will be responsible for donor acquisition, solicitation, and retention of individual donors. There will be a specific focus on efforts to enhance membership, recurring giving, conversion of students and store patrons to donors, and other targeted giving opportunities.

Over the past 20 years, Pittsburgh Glass Center (PGC) has grown to be one of the premiere glass facilities in the U.S, a vibrant contributor to Pittsburgh’s thriving cultural landscape, and an integral member of the East End neighborhood.

Pittsburgh Glass Center cultivates an inclusive and welcoming environment that encourages everyone, from the casually curious to the master artist, to learn, create, and be inspired by glass. We share our passion for glass locally and globally to advance a more diverse, vibrant, and accessible glass art community.

Essential Duties and Responsibilities

1. Manages a portfolio of donors and prospects. This includes data entry and drafting reports of all contacts and gifts in the donor database and making sure donor data is up to date.
2. Works with board and staff to identify potential individual major gift prospects. Develops and implements strategies to identify and acquire new individual donors at all gift levels.
3. Conducts monthly gift portfolio reviews and strategy planning meetings, schedules meetings, prepares agenda, ensures necessary data is available for discussion. Supports Executive Director and Development Director with management of their portfolios.
4. Works with leadership staff to maintain and prioritize a list of fundable projects that will enable solicitation of major gifts for those specific projects.
5. Develops and implements strategies for solicitation, cultivation, and stewardship of entry- and mid-level donors to foster active engaged relationships with supporters, members, students, and patrons. Strategies could include: direct mail, email, print newsletters, web content and events.
6. Directs various forms of solicitation for gifts and membership including mail, email, social media, and events. Oversees progress, timelines, and goals (as related to the annual fundraising plan) for each solicitation strategy and overall giving.
7. Works closely with Marketing Director to develop and implement a communications/marketing plan focused on donor acquisition, solicitation, cultivation, and stewardship, including donor recognition opportunities. Specific focus on communications strategies aimed at converting students and store patrons to donors.
8. Manages the membership program, ongoing evaluation for impact and cost-effectiveness, develop strategies to reinvigorate membership efforts.
9. Plans and manages events for donor cultivation and stewardship, including trips/tours outside of the Pittsburgh area.
10. Develops surveys to gather feedback from donors, members, and prospective donors (including students and store patrons), manages data gathering and analysis with support from Database Coordinator.
11. Works with the Database Coordinator to ensure accuracy and effectiveness of all data related to donors, prospective donors, membership, gifts, contacts, and relationship building.
12. Demonstrates a commitment to diversity, equity, inclusion, and accessibility through continuous development and learning, modeling inclusive behaviors, and proactively managing bias.
Knowledge, Skills and Abilities

A successful Donor Relations Manager will showcase:

- Ability to implement fundraising strategies focused on individual donors
- Diverse and excellent writing skills, and an ability to vary writing style to meet needs
- Ability to identify and manage priorities, meet deadlines, a high level of organization and attention to detail
- Knowledge of development principals, fundraising techniques and ethics
- Ability to multi-task and work independently, a strategic thinker who can manage tactical implementation
- High comfort with technology-based fundraising solutions
- Appreciation for glass art, fun, and creative with sense of humor

Education/Experience Expectations

It would be great if you have a Bachelor’s Degree in Arts/Non-Profit Administration or Art History, Communications, English, Professional Writing or similar. A minimum of 3 years of fundraising experience with an understanding of donor identification, relationship building, and solicitation of gifts from individuals.

Not sure you meet all our expectations? Don’t think of this job description as a mandatory, comprehensive list. If you believe that you could excel in this role, we encourage you to apply. Whether you’re new to arts and culture administration, returning to work after a gap in employment, or simply looking to transition, we would love to hear from you. Use your cover letter to tell us about your interest in the arts and what you could bring to this role.

Other Requirements

PGC is requiring all staff to be vaccinated against Covid 19, barring a legal exemption, and successful applicants must be able to provide proof of vaccination before hire.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be used to enable individuals with disabilities to perform the essential functions. The work environment characteristics are representative of those an employee encounters in an office environment.

Salary & Benefits

This is a salaried full-time position. Salary range is $45-50,000 dependent on experience. Additional benefits include health, dental, and vision insurance, paid vacation, sick time, and complimentary classes at PGC. PGC also contributes to an employer matched Simple IRA for employees after they've been on staff for one year.

Diversity Statement

PGC is an Equal Opportunity Employer and are dedicated to the goal of building a culturally diverse staff that is committed to teaching and working in a multicultural environment. PGC does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship programs, and other PGC administered programs and activities. All of our employee’s points of view are key to our success, and inclusion is everyone's responsibility.

To Apply

Applicants should submit a resume with three references and a cover letter that explains their experience in relation to the work, responsibilities, and qualifications listed here. Applications without cover letters that directly address the candidate’s fit with this position will not be considered. All inquiries and resumes should be sent via email to jobsearch@pittsburghglasscenter.org and applications will be reviewed until the position is filled.