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PITTSBURGH glass CENTER

Donor Relations Manager

Full-time, Exempt
Reports to: Deputy Director

Pittsburgh Glass Center (PGC) is a nonprofit arts organization dedicated to glassmaking, education, and community engagement. We welcome artists, students, and visitors from around the world and strive to create an inclusive, inspiring environment for all who walk through our doors.

The Donor Relations Manager 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 recurring giving, conversion of students and store patrons to donors, encourage smart giving options and other targeted giving opportunities.

Essential Duties and Responsibilities

- Manages a portfolio of entry and mid-level 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.
- 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.
- Participates in monthly major and planned gift portfolio reviews and strategy planning meetings, ensures necessary data is available for discussion. Documents meetings in CRM with notes for donors. Supports Executive Director and Deputy Director with management of their portfolios.
- Develops and implements strategies for solicitation, cultivation, and stewardship of entry and mid-level donors to foster active engaged relationships with supporters, students, and patrons. Strategies could include direct mail, email, giving days, print newsletters, web content and events.
- Directs various forms of solicitation for one-time gifts, and recurring giving club 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.
- Works closely with Marketing Director and Design and New Media Manager 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 increasing recurring donors and converting students and store patrons to donors.
- Develops surveys to gather feedback from donors, and prospective donors (including students, event participants and store patrons), manages data gathering and analysis with support from Registrar.
- Ensures accuracy and effectiveness of all data related to donor, prospective donors, gifts, recurring gifts, pledges, contacts, and relationship building in collaboration with the Registrar.
- Demonstrates a commitment to diversity, equity, inclusion, and accessibility through continuous development and learning, modeling inclusive behaviors, and proactively managing bias.
- Develops authentic, ongoing relationships with members, recurring donors, and mid-level donors as part of portfolio. Goal to connect with 1/3 of donors annually via one-on-one communication through email, phone, or in-person at an event. Tracks touchpoints in database.

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- Builds strategic technology processes in donor database to strengthen efficiency, accuracy, and maximize tools utilized. Including reconciliation to correct discrepancies related to contacts, gifts, pledges, maintaining coding protocols, and staying up to date with database specific best practices.
- Plays a major role in planning and executing Art on Fire, PGC's annual gala. Solicits and thanks artists for art donations, and companies and individuals for sponsorships. Thanks donors for their purchases and tracks art buying, ticket sales, sponsorships, and other details in donor database.
- Assists Deputy Director with grants management, creating acknowledgements and overseeing CRM records, and gathering data, drafting proposals and reports as needed.

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
- Ability to build and maintain positive relationships with donors at various giving levels
- Appreciation for glass art, fun, and creative with sense of humor

Education/Experience Requirements

- Bachelor's Degree in Arts/Non-Profit Administration or Art History, Communications, English, Professional Writing or similar preferred.
- 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.

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.

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Salary & Benefits

Salary range: $50–55k depending on experience. Benefits include:

- 20 paid vacation days, 12 sick days, 9 closure days, and 2 floating holidays per year
- Class credit up to $2,000 annually for complimentary classes at PGC
- Health, vision, and dental insurance
- Employer-matched SIMPLE IRA after one year of employment

Commitment to Diversity, Equity, & Inclusion

PGC is an Equal Opportunity Employer and is 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 employees' points of view are key to our success, and inclusion is everyone's responsibility.

Reasonable Accommodations

Pittsburgh Glass Center is committed to accessibility, diversity, equity, and inclusion in all aspects of the hiring process. If you have a disability and would like to request a reasonable accommodation, or have feedback for how Pittsburgh Glass Center can make our hiring process more accessible for neurodivergent people, people with disabilities, and diverse communities, please contact Heather McElwee at heather@pittsburghglasscenter.org.

To Apply

Please submit a resume and an introductory email paragraph describing your interest and relevant experience to jobsearch@pittsburghglasscenter.org with the subject line: "Donor Relations Manager Application." Applications will be reviewed on a rolling basis until the position is filled.

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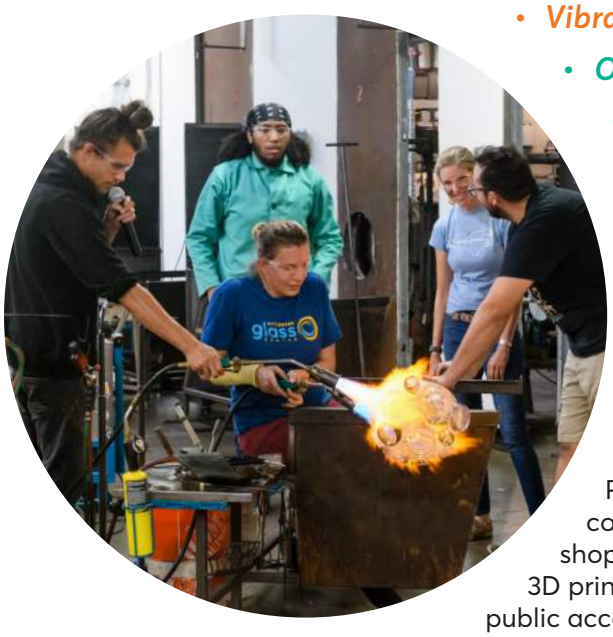
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Scan the code to explore opportunities at PGC now

Pittsburgh is the perfect place to live, work, and create.

There are so many reasons why:

- *Pittsburgh Glass Center, a state-of-the-art public access glass art facility*
- *Vibrant, growing, and diverse glass community*
- *Opportunities to work in glass*
- *Residency, exhibition, and retail opportunities*
- *Affordable and fun city living*



State-of-the-art studios

Pittsburgh Glass Center (PGC) is internationally recognized as one of the United States' premier glass facilities. Artists from around the world continue to recognize PGC as one of the best facilities for glass artists at any level. They say that the equipment is top notch and the support and welcoming attitude is second to none.

PGC recently updated and doubled the size of the flame, kiln, and cold shops, added a second professional hot shop, a neon and plasma shop, and a fabrication lab with digital design technology such as a 3D printer, waterjet cutter, laser cutter, and CNC machinery. The studio is public access and available for anyone to rent and create.

Vibrant growing glass community

PGC opened in 2001 and has been growing ever since. Over 60 glass artists have moved to Pittsburgh to live and make their art at Pittsburgh Glass Center or in their own studios. They join our local professional and aspiring glass artists. Together they make up a vibrant community of glass artists, many of whom make a living by selling their art and use PGC as their home studio.

Living in Pittsburgh, Pennsylvania

Also known as the "The City of Bridges," Pittsburgh is a great place to live and is often recognized as one of the most livable cities in the U.S. The median price for a single-family home in the Pittsburgh area is 42.3% less than the national average, while rent is 36.5% lower—meaning that your money goes further here than in other big cities, like New York, Boston and Seattle. Pittsburgh lies within 500 miles of more than half the U.S. population and less than a 90-minute flight from half of North America's population. Driving time to Toledo is 3.5 hours, 2 hours to Cleveland, 4 hours to Detroit, 4.5 hours to DC, and 6 hours to NYC.



The City is home to over 100 museums and a thriving, collaborative arts community that includes iconic organizations like the Carnegie Museum of Art and the Andy Warhol Museum. In Pittsburgh, you can have a life you love at work and outside of it, whether that means biking to the studio, enjoying our many breweries or restaurants with award-winning chefs or relaxing on or near our three signature rivers.

Learn more about our region at ***www.visitpittsburgh.com*** and ***www.pittsburghregion.org/living***.

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glass art:

www.pittsburghglasscenter.org/careers • 5472 Penn Ave. Pittsburgh, PA 15206 • 412-365-2145

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Opportunities to work in glass

PGC has expanded to meet the increasing demand for glass art instruction and creation. Now that we have increased capacity, we need more instructors. Pittsburgh Glass Center is looking for glassmakers of all types to work as instructors and assistants.

PGC offers a variety of classes from 20-minute quick experiences to 2-hour workshops and extended classes for all skill levels from beginner to expert. We partner with local colleges, universities, and public and private schools to offer classes for credit and after school youth programming. We educate nearly 60,000 individuals annually which is why we need your expertise.



Instructors have the most hands-on interaction with the guests, helping them make each piece of art while communicating the process and facilitating a fun atmosphere. The assistants bring bits, put work in the annealers, answer questions, and, in general, help make sure the class runs smoothly. We pride ourselves on offering fair compensation for our instructors and assistants, as well as offering many training opportunities for our glassmakers.









PART TIME TEACHING ASSISTANT (TA) *This position guarantees a specific number of hours per week (typically 10) to assist in workshops and Make-It-Now events. The goal of this position is to progress to an instructor position. Training happens regularly to help with this progression. This position also receives priority scheduling in the hot shop to use compensation hours.*

PART TIME INSTRUCTOR *This position guarantees a specific number of hours per week (typically 20) to instruct and work with the public making objects in workshops and Make-It-Now events. This position receives priority scheduling in the hot shop to use compensation hours. This position starts off seasonal with the potential of becoming a year-round permanent position.*

INDEPENDENT CONTRACTOR *These teaching artists can pick and choose the events they want to work at PGC in any of the studios. This is great for people looking for extra flexibility in their schedule. PGC offers ample opportunities for this position in many roles and it can easily complement any of the other positions to create more working hours if desired. Each instructor and TA must be approved by the studio manager. PGC offers comparable pay for instructors and TAs to other glass studios around the country.*

TECH APPRENTICE *The Technical Apprenticeship (typically 32 hours/week) is an educational work opportunity designed for students who have completed their undergraduate study in glass art (or who have similar experience but have not completed a four-year degree program) and are looking to gain professional studio experience in a state-of-the-art, public-access studio. Unlimited access to all of the studios (when not in use), housing, and a living stipend are all part of the compensation package. Many of PGC's tech apprentices stay in Pittsburgh and continue to work with glass. You can also find graduates of the program at respected glass institutions around the country or running their own successful studios.*

Visit **www.pittsburghglasscenter.org/careers** or scan the code to learn about these work opportunities and more!