



JOB OPPORTUNITY

STEWARDSHIP SPECIALIST

Posting #2017-23

Posting Date: August 2, 2017

Closing Date: Open until filled

JOB TITLE:	Stewardship Specialist Full time, 40 hours/week, non-exempt position
DEPARTMENT:	Marketing & Development
LOCATION:	Eugene, Oregon
PAY RANGE:	\$15.26/hour - \$19.84/hour

ORGANIZATION SUMMARY:

Holt International Children's Services develops and maintains programs overseas that annually serves over 100,000 orphaned, abandoned and vulnerable children in 13 countries. Holt International addresses the root causes of child homelessness by working directly with children and families around the world, focusing on developing and delivering programs based on three pillars of service: family strengthening, world-class orphan care and adoption services.

HOLT'S MISSION STATEMENT:

Holt International is a Christian organization committed to expressing God's compassion for children. While always upholding the highest ethical standards, we:

- Find and support permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family
- Provide services to ensure that children will grow and develop to their fullest potential
- Lead the global community in advocating on behalf of the world's most vulnerable children

HOLT'S CORE VALUES -AT HOLT, WE:

- Are passionate and committed to our mission
- Conduct our work in an ethical manner
- Provide the highest quality services
- Respect the dignity of all children, families and adults we serve
- Value and respect diversity
- Serve with prudent stewardship
- Value and promote a positive team spirit

DEPARTMENT SUMMARY:

Holt International finds and supports permanent, loving families for children who are orphaned, abandoned or at serious risk of separation from their family. Holt's model of child-centered care provides services for vulnerable children to ensure they will grow and develop to their fullest potential.

Marketing and Development (M&D) develops the brand of Holt International, secures the financial and other resources to accomplish our long-term program objectives and crafts the messaging for our external audiences. Within the department, the Relationship Development Team (RDT) cultivates, solicits and stewards individual and organizational donors who make major gifts for sponsorships and other program needs. As such the RDT helps M&D strengthen relationships that produce benevolent giving and generate new donation revenue for exceptional programs that draw greater interest and support for Holt International welfare work overseas.

POSITION SUMMARY:

The Stewardship Specialist (SS) serves as the primary staff person to coordinate and to execute stewardship activities for current and potential major donors. The SS will be responsible for identifying on a daily basis which donors should receive prompt appreciation for their gifts and ensuring that the appropriate staff send messages to those donors. In addition, the SS will work in conjunction with the Director of Development to develop and to carry out a strategic correspondence and communication plan with select donors of \$500+ to enhance their giving relationship with Holt.

ESSENTIAL JOB FUNCTIONS:

- 1. Identifies and recognize donors who require prompt attention for their contributions by** preparing and distributing the daily over \$500 gift list. Take responsibility for ensuring that donors on the over \$500 list who are not in a development officer portfolio receive thank you notes, emails and/or phone calls from the appropriate staff.
- 2. Builds stewardship relationships with donors at the \$1000 level by** developing and executing on a contact plan to correspond with the donors by mail, email and phone on a quarterly basis. Use pre-existing content produced by Holt, such as the donor newsletter, the website and other materials, to keep donors engaged in the success they have made possible. Assess which donors at this level might respond positively to a personal visit by a Development Officer.
- 3. Researches potential donors for increased personal contact by** searching and reviewing giving and biographical records in Holt's CMS and using other internet-based search tools. Focus on donors contributing \$500+ annually who might increase their giving to the \$1000 level or higher, depending upon current giving.
- 4. Prepares stewardship correspondence by** writing thank you letters for the President/CEO and other staff, writing special report correspondence and occasionally providing content for newsletters and other digital and print media.
- 5. Engages with child sponsors inclined to make \$500+ single gifts to Holt by** interacting regularly with the Sponsorship team to identify appropriate candidates for contact. Develop effective stewardship and contact strategies to encourage these sponsors to make single gifts to Holt.
- 6. Keeps accurate donor engagement records by** recording all donor interactions in Holt's CMS in a timely fashion. Enter contact plans for donors in system, setting reminders for future contact.
- 7. Contributes to department team effort by** being responsive to department staff communication in a timely manner, participating in department-wide staff meetings and delivering quality input and materials on assignments for team projects.

8. **Contributes to RDT effort by** exhibiting cooperative and effective work relationships, such as responding positively to challenges, assignments, inter- and intra-departmental requests, participating in team brainstorm and planning meetings, and seeing beyond individual tasks to help fulfill the organizational goals.
9. **Contributes to a positive, productive work environment by** meeting attendance and punctuality guidelines and pre-arranging time off with appropriate notice; treating all people with dignity and respect; treating other creative project with positivity and constructive criticism when necessary; exhibiting good listening and comprehension skills, including giving and welcoming feedback; communicating effectively by email and phone.

SUCCESS FACTORS:

The successful candidate uses best practices in philanthropy and strong interpersonal skills to achieve the goals of this position. Responds promptly to donors who have made gifts of \$500+ with appropriate stewardship communications. Identifies donor relationships that would benefit from a more robust contact plan, either through mail and digital contact or from visits with a Development Officer. Regularly meet goal of making 20 contacts per day through a combination of mail, emails, phone calls and other digital media. Has a positive attitude and strong work ethic; possesses the ability to work independently and as a contributing member of the team; occasional travel for conferences/seminars when needed.

KNOWLEDGE (MINIMUM REQUIREMENTS):

Bachelor's degree, preferably in marketing, communications, business or the liberal arts. Demonstrated ability for excellent written communication. Minimum of 1 year of experience working in a customer service or other marketing role with customers that includes written communication. An equivalent combination of education, training, and experience sufficient to successfully perform the essential functions of the job as those listed above may be qualifying. Proficiency with Microsoft Word, Excel and PowerPoint. Knowledge and understanding of maintaining content in databases.

INFORMATION PROCESSING:

Possesses understanding of digital communications, including, email and web. Ability to maintain contact records in a database.

SCOPE OF RESPONSIBILITY:

Represents Holt International as a primary contact with current donors, modeling professionalism in all interactions. Prompts action for all stewardship engagement with current donors of \$500+ gifts. Displays consistent, organized drive in achieving contact goals. Possesses the ability to analyze obstacles to achieving goals and to implement appropriate solutions in consultation with Director of Development.

INTERPERSONAL COMMUNICATION:

Works independently in a team environment with minimal daily contact from supervisor. Takes the initiative to contact appropriate Holt staff about writing thank you messages for gifts of \$500+. Has positive people skills and the ability to instill confidence in others quickly.

IMPACT OF RESULTS:

Meeting contact goals with current donors is an important method through which Holt retains and upgrades donors who fund programs that strengthen families and help meet the health, physical, nutritional, social and emotional needs of the children we serve. Meeting and exceeding goals increases the revenue available for programs, allowing Holt to expand service opportunities and enhance the reputation and integrity of the organization.

SUPERVISORY RESPONSIBILITY: none

Describe controls:

Reports to the Director of Development who provides direction and evaluates work for effectiveness, accuracy and results obtained.

A valid driver's license is required as this position will require driving for grantor meetings and other events.

APPLICATION PROCEDURE:

To ensure consideration, please submit the following application materials:

1. Job Application <http://www.holtinternational.org/employment/jobapplication.shtml>
2. Cover letter in which you clearly describe how your knowledge, skills and abilities prepare you for the job responsibilities and requirements outlined in the job posting.
3. Current resume which includes educational and professional work experience. Educational experience must include type of degree and education experience and where obtained. **Work experience must include employer name, dates of employment (month and year), position held/title and a description of duties, if position was full time or part time, and reason for leaving employer(s).**

Go to www.holtinternational.org/employment/ to locate the job application and the instructions on how to submit the application materials for this job posting.

SELECTION PROCESS:

A Holt application, cover letter, and any supplemental materials (if requested in the job posting), will be used to select the top candidate(s). Those selected for further consideration will be invited to an interview. Prior to hiring, candidate(s) will be required to complete a pre-employment criminal history background check, motor vehicle record check, and child abuse clearance check. A credit check may be done if applicable for the position. The candidate(s) must pass the background check process in order to continue in the hiring process.

Please note that a credit check will be conducted and must be passed prior to being hired for this position.

Holt International Children's Services
www.holtinternational.org