



Position Title: Donor Relations Associate
Department: Development
Reports to: Associate Director of Annual Giving

The Opportunity

The Donor Relations Associate will be a consummate professional who delivers legendary customer service and can build relationships with internal and external constituents who are all passionate about improving animal health. They will also be responsible for executing and auditing donor relations protocols in addition to providing day-to-day support for key annual giving revenue streams.

About Morris Animal Foundation

Established in 1948, Morris Animal Foundation is dedicated to improving and protecting the health of animals through scientific innovation, education and inspiration. Our investment in research has yielded life-saving vaccines, new treatments for critical diseases, superior screening tests and advanced diagnostic tools. We respond to emerging animal health threats that endanger entire species and make new discoveries in basic animal biology to support applied research. With every study we fund - more than 2,850 to date - we strive to advance the science of veterinary medicine, honoring the founding principles of Dr. Mark L. Morris Sr. to benefit animals worldwide.

Morris Animal Foundation is committed to promoting diversity throughout the organization, its staff, Trustees and scientific advisers. Diversity within our organization enhances our capacity to communicate, strengthens our organization, makes our culture more robust and allows us to serve animals, donors and partners more effectively.

The Challenge

Be the first point of contact for donors and prospective donors inquiring about Morris Animal Foundation. Share your passion for improving animal health with external constituents by providing excellent customer service, while also supporting the revenue generating efforts of the annual giving fundraising team and other internal projects for a growing organization.

The Team

The Donor Relations Associate will be a valued member of the Morris Animal Foundation Development Team, more specifically the Annual Giving Team and will also work in collaboration with the Administration Team – all passionate professionals committed to the future of animal health.

The Skill Set

The Donor Relations Associate will be an enthusiastic, animal-loving, highly productive individual with the ability to connect and empathize with a variety of donors and stakeholders. An important part of the Donor Relations Associate's skill set will be the ability to multi-task, problem-solve and provide administrative support to important Annual Giving Revenue streams. The right candidate will be detail-oriented and will also thrive in a collaborative environment and will be comfortable communicating with diverse audiences over the phone, digitally and in writing.

**Position Requirements:**

- An undergraduate degree from an accredited college and/or two to three years' experience in customer service/donor relations
- An understanding of donor relations and proactivity to keep current with best practices
- Excellent organization, strong verbal and non-verbal interpersonal communication skills
- Ability to comfortably communicate to a diverse donor pool and audience
- A proven ability to handle multiple priorities and deadlines with attention to detail
- Adhere to the Foundation's safety policies and procedures and encourage others to do the same
- Participate in building a culture of accountability, performance and trust
- Promote and adhere to Foundation Core Values: Excellence, Respect, Compassion, Collaboration, Innovation and Determination

Additional Desired Qualifications:

- Proficiency using Microsoft Office Suite
- Experience with a Donor CRM system such as Blackbaud's Raiser's Edge
- Experience learning and providing customer service for online donation and ecommerce platforms

Position at a Glance:

- Provide exceptional customer service - serve as a primary contact for donor inquiries and comments via phone, mail and email
- Develop, execute and audit donor relations procedures and systems that address donor acknowledgement, recognition and stewardship
- Support execution of development-wide stewardship and cultivation calendar
- Develop and pursue strategies to better assist donors to increase retention rates
- Manage the administrative needs for stewardship, cultivation and retention of specialty donor groups such as New Donors, Loyal Friends (monthly donors) and Lamplighters (planned giving donors)
- Manage the administrative needs for Tribute Giving Program
- Accurately record relevant constituent information into Raiser's Edge
- Special projects as assigned by Associate Director of Annual Giving and/or VP of Development

Within three months, you will:

- Build an understanding of the Foundation and its mission, programs, workflows and revenue streams
- Become familiar with development and project management software including Raiser's Edge, Salsa Engage, Asana and Ecommerce platform
- Begin donor cultivation and retention practices, including sending thank you notes and making phone calls

Within six months, you will:

- Become the first point of contact for calls, emails and mailed donor correspondence
- Assume the administrative duties for tribute program, loyal friends and lamplighters
- Continue executing stewardship and cultivation efforts for Annual Giving donor groups



Within one year, you will:

- Research and suggest best practices and innovative ideas in donor relations to the team
- Review and refine general stewardship calendar for upcoming year
- Identify new opportunities to enhance donor stewardship, cultivation and retention

Benefits (To name a few!)

Morris Animal Foundation offers competitive pay, merit-based raises and bonuses and ample growth and professional development opportunities for its employees. A full benefits package includes 100% paid premiums for employee health, dental, vision, LTD, life insurance and a 403b retirement account with up to 6% employer match. Employees are given accrued vacation time, six personal days per fiscal year, 10 paid holidays, a lifestyle and fitness reimbursement, work from home equipment reimbursements and nine weeks paid FMLA medical and parental leave. Come be a part of a compassionate and collaborative organization that is bursting with pride for its mission!

Position Specifications: *Full-time, exempt position.* Job duties include a general office environment, spent sitting and operating a computer and other office machinery. Must be able to read, write and communicate fluently in English. If hired, you will be required to furnish proof of your eligibility to work in the U.S.

Work Location Requirements: Hybrid Work Model (some in office work required at MAF central office in Denver; exact amount depends on position duties, current projects and schedule needs.) Colorado candidates preferred; Remote work may be considered in certain circumstances. MAF is not currently hiring in CA, HI, NY, NJ. Candidates are welcome to apply if willing to relocate prior to start date.

Hiring Salary Range: \$34,400-\$43,000 Annually

How to Apply

Please email your resume and a cover letter that includes how you heard about this job and your salary requirements in a Word document or PDF, labeled with your complete name to the People & Culture Department at PCD@morrisanimalfoundation.org. Please list **Donor Relations Associate** in the subject line of your email. **Incomplete and/or inaccurate applications will not be considered.**

Covid-19 Vaccination Policy

MAF is a science-based organization and supports the research community behind FDA-approved vaccines. MAF is also committed to protecting the health and well-being of our employees, their families and members of our community against coronavirus (COVID-19) infection. Proof of Covid-19 vaccination will be required for all employees per our COVID-19 Vaccination Policy. Employees that are not vaccinated due to a qualifying medical condition or on the basis of a sincerely held religious belief can request accommodation at the time of the job offer.



Morris Animal Foundation Core Values*

Respect - We act with integrity and are accountable to the needs of others and respectful of their time, expertise and opinions. We listen and communicate thoughtfully, directly and openly, always assuming good intent. We are inclusive and value diversity.

Excellence – We advance animal health by funding only research that meets the highest scientific standards. We are committed to ensuring the best use of donor funds and Foundation resources to benefit animals everywhere.

Compassion - We care deeply about animals and the people who care for them. It is our responsibility and an honor to improve animal health.

Collaboration – We actively partner, creatively work together and freely share ideas to advance the science of animal health and grow our impact. We nurture, grow and educate the animal health community that shares our passion. Together we can do more.

Innovation – At our core, we value proven science but also seek creative solutions to meet the growing challenges of animal health in a changing global ecosystem. Based on what we learn, we constantly evolve to achieve our mission.

Determination - We are driven by our mission and seek answers with relentless pursuit. Using science as our compass, we develop pathways to animal health solutions. So long as animals face health concerns, we will continue to find answers.

*These are core competencies that are expected of all employees of Morris Animal Foundation.