



SF·MARIN
FOOD BANK

Sustaining Gifts Program Manager

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Department: Development

Location: San Francisco, CA

Are you a skilled professional who believes in lending your skills to end hunger during these unprecedented times? If so, consider being a Sustaining Gifts Program Manager for the San Francisco-Marin Food Bank.

The San Francisco-Marin Food Bank is comprised of a dedicated team of approximately 150 staff working collaboratively to provide close to 50 million pounds of food to over 210,000 people in the Bay Area – a region where 1 in 4 people are at risk of hunger. Join our friendly, collaborative and hardworking Programs team. We are currently looking for a Sustaining Gifts Program Manager to help with sustaining a program, that delivers against the organizations mission to lead the data management and gift reconciliation process for the Food Bank’s Sustainer program. See the job description below and apply today if you would like to join us in our mission to end hunger.

POSITION PURPOSE

The Sustaining Gifts Program Manager (SGPM) reports to the Director of Annual Fund (DAF), to lead the data management and gift reconciliation process for the Food Bank’s Sustainer program, currently called the Monthly Giving Circle (MGC). Working in a close partnership with the Development Operations (DevOps) team, they will improve data processes and standards for our sustaining donors with the overall goal of supporting the Annual Fund’s fundraising goals. Through analysis of the donor file, the SGPM spots trends in donor giving patterns and identifies candidates for conversion to the MGC. The SGPM also works closely with the team’s Annual Fund Coordinators (AFCs) to review donor feedback to improve donor experience and develops campaign materials in coordination with the Digital Fundraising Manager (DFM) and Development Campaign Manager (DCM) with an eye on growth and retention of the sustainer program.

ESSENTIAL FUNCTIONS AND BASIC DUTIES:

Fundraising and Revenue Growth



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- Build a regular reporting and analysis structure to track MGC budget and retention goals.
- Perform regular donor outreach on gift changes with the AFCs.
- Work with the DCM, DFM on bulk solicitation and stewardship plans with the goals of sustainer engagement and gift upgrades.
- Analyze Annual Fund donor pool to establish a solicitation plan for converting donors to MGC through direct mail and email channels, paying close attention to ROI.

- Work with DFM and AF Director to target sustainer prospects through digital ads.
- Refine MGC welcome materials (print and email) in collaboration with DFM, DCM
- Work with DFM, DCM to improve donor experience and propose changes to website and online donation forms as well as print response forms
- Analyze the MGC donor set & survey responses to produce donor personas and identify donors who warrant greater stewardship
- Explore stewardship opportunities for list in collaboration with the Leadership Gifts team.

- Identifying areas to streamline and improve processes, working with Annual Fund to execute these ideas

Data Maintenance

- Maintain highly accurate sustainer donor records in Raiser's Edge (RE). Run weekly data quality checks and coordinate with AFCs to update records manually.
- Lead process with Development Operations to identify & implement changes to MGC data processing within RE database to improve efficiency, data quality, and reporting.
- Align data from online marketing tool (Engaging Networks/EN) with RE through imports, queries, and manual updates.

- Process offline monthly gifts via monthly gift import.
- Manage data process for annual giving statements, upgrade campaign(s), and mailing list. Propose and implement improvements to this process as needed.
- Work closely with DevOps to reconcile sustainer gifts between EN and RE.
- Communicate with DevOps to make timely corrections to gift records as needed.
- Maintain documentation align processes, and receive regular database training with/from DevOps as program grows and evolves.

- Support AF and DevOps' in synchronizing data across all platforms.

PERFORMANCE MEASUREMENTS

- Department goals are met.
- Meet and exceed annual revenue and retention goals as set by Annual Fund Director.



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- Maintains a complete and accurate data set as directed by Development Operations.
- Produces timely and accurate annual giving statements.

QUALIFICATIONS

REQUIRED SKILLS/ABILITIES:

- A passion for the Food Bank's mission to end hunger in the Bay Area
- Good verbal, written, and interpersonal communication skills.
- Strong experience with Raiser's Edge (fundraising CRM) and interest in data structures
- Skilled in data analysis and list management

DESIRED SKILLS/ABILITIES:

- Desire to support team's collaboration and experimentation
- Experience with marketing automation software and aligning data with CRM
- Proficient in Microsoft Office / Microsoft OneDrive
- Strong organizational and time management skills
- Ability to handle and maintain sensitive confidential information

- Capacity to work well under pressure with seasonal spikes in workload

PHYSICAL DEMANDS AND WORK ENVIRONMENT: (The physical and environmental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Environment: Standard office / HOME

Finger dexterity: Requires typing on standard computer.

TALKING: Ability to speak on phone and face to face.

HEARING: Able to hear average or normal conversations and receive ordinary information.

REPETITIVE MOTIONS: Frequent and regular movements using the wrists, hands, and fingers.

AVERAGE VISUAL ABILITIES: Average, ordinary, visual acuity necessary to view computer screens and documents.



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PHYSICAL STRENGTH: NOT APPLICABLE.

SALARY: starting at \$65,386.46

COMMUNICATION AND COGNITIVE REQUIREMENTS

REASONING ABILITY: Ability to apply principles of logical or scientific thinking to a wide range of complex intellectual and practical problems.

MATHEMATICS ABILITY: Ability to perform advanced math skills, use decimals to compute ratios and percentages, and to draw and interpret graphs.

LANGUAGE ABILITY: Fluency in English. Demonstrated excellence in writing and editing.

BENEFITS: Medical, dental, life, long-term disability, and 403(b) retirement plan with employer base and matching contribution. Generous holidays, vacation, and sick time.

The San Francisco-Marin Food Bank is an Equal Opportunity Employer. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

Position covered by OPEIU Local 29 Bargaining Unit

Local candidates only

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