

Position Description: Stewardship Manager

Status: Full time, Exempt (4 Days, 30 hours per week)

Primary Location: United States (travel to Cebu, Philippines one or more times per year)

Reports To: President

This position description does not constitute a written or implied contract of employment. Children's Shelter of Cebu reserves the right to revise or change job duties and responsibilities as the need arises. Requirements are representative of minimum levels of knowledge, skills, and experience required.

OUR MISSION

We exist to glorify God by demonstrating His love to the Philippines as we provide a loving, Christ-centered home with comprehensive medical, educational and placement services for homeless Filipino children.

PURPOSE

To foster and maintain meaningful relationships with supporters, ensuring their contributions are acknowledged, celebrated and utilized effectively to advance the Mission of Children's Shelter of Cebu.

The Stewardship Manager uses a unique blend of relational and technical skills in order to build and nurture relationships with CSC supporters. They will oversee the gift acknowledgement process, ensuring that all supporters are thanked for their contributions in a timely and thoughtful manner, will manage supporter records and information in a cloud-based database with a focus on accuracy and confidentiality, and will collaborate with the President and other staff for the purposes of maintaining and increasing financial support that accomplishes operational and strategic goals and objectives.

KEY RESPONSIBILITIES

Primary responsibilities include but are not limited to the following:

- Develop and implement a comprehensive stewardship plan that aligns with operational and strategic goals and objectives.
- Be the first point of contact for CSC supporters, including proactive and reactive contact with supporters for a variety of reasons.
- Thank supporters for their gifts in a timely manner with emails, phone calls, hand-written notes on receipts, hand-written notecards, and, when appropriate, face-to-face visits.
- Build trusted relationships with supporters that encourage their continued financial support, with priority given to the following groups: Shareholders, Adoptive Families, and Churches.
- Create and manage purposeful engagement and fundraising events that deepen relationships with our CSC Alumni, Adoptive Families, and Shareholders.
- Maximize usage of the CSC database that houses all supporter information, adding and updating information, creating reports, extracting information, and analyzing data.
- Manage relationships with churches, stewarding existing and attracting new church partners, requesting invitations to speak or present at churches or to groups within churches.
- Manage the relationship side of stewardship process for givers who make designated gifts to any CSC designated funds, fulfilling the specific and defined purposes of these giving opportunities (i.e., connecting with Child Sponsorship supporters when they have questions or when a special communication needs to be delivered, connecting with Cebu Children of Hope School Day of Hope sponsors by updating the website for their sponsored day and sending

certificates to those they wish to honor, connecting with Special Projects supporters with updates on the project they chose to fund).

- Engage volunteers to assist in US Office volunteer opportunities, managing both volunteer relationships and volunteer opportunities.
- Maintain knowledge of federal and state laws relative to charitable giving.
- Collaborate with US Office colleagues to ensure seamless communications ministry wide.
- Work with the President to develop and implement strategic fundraising campaigns.
- Solicit grants from foundations and corporations, writing proposals, submitting reports.
- Perform any and all other job duties as assigned by the President.

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibility or authority over any employee.

QUALIFICATIONS

Minimum Education and Experience

- Bachelor's degree in related field of work.
- 2 to 4 years of experience with stewardship, fundraising or a related role with nonprofit organization.
- General knowledge and awareness of Planned Giving preferred.
- International and cross-cultural experience preferred.

Knowledge, Skills and Abilities

A successful candidate will demonstrate the following:

- Agreement with CSC's Mission Statement, Core Values, and Statement of Faith.
- An active, prayerful and contagious Christian faith in personal and work-related environments.
- Authentic display of a servant attitude.
- A lifestyle of Christ-like humility, compassion and generosity.
- High levels of integrity, ethical standards, and conduct.
- Positivity, treating everyone with dignity and respect, modeling a respectful culture.
- Experience and ability to relate sensitively in cross-cultural situations.
- Excellent written and verbal communications skills.
- Strong planning, organizational, and leadership skills.
- Established record of taking initiative and being a self-starter.
- Strong organizational skills including effective time management.
- Willingness and eagerness to develop, learn and grow in this discipline of work.
- Proactively anticipates challenges, identifies potential issues, and develops solutions to achieve desired organizational outcomes.
- Exceptional interpersonal and people skills.
- Exceptional judgment and creative problem-solving skills.
- Exceptional attention to detail.
- Ability to maintain a flexible schedule.
- Ability to meet deadlines.
- Ability to work well under pressure.
- Ability to confidently make decisions.
- Ability to establish rapport with and continue goodwill with staff and supporters.
- Ability to work in an environment with a high level of confidentiality.
- Ability to identify and avoid potential conflict of interests.
- Ability to use developing technology relevant to the job.

Working Conditions

- Working on location at the U.S. Office in a physical office space 2 or more days per week.
- Traveling internationally to the Philippines one or more times per year.
- Occasional lifting of items up to 20 pounds.

The aforementioned statements are not intended to encompass all functions and qualifications of the position; rather, they are intended to provide a general framework of the requirements of the position. Job incumbents may be asked to perform tasks not specifically addressed in this job description.