

## **Phoenix Society for Burn Survivors Career Opportunities**

### **Annual Fund Manager**

**Phoenix Society serves burn survivors, loved ones, burn care professionals, researchers, and anyone else committed to empowering the burn community and building a safer world. We empower transformational healing by connecting thousands of survivors and professionals to the support, resources, and training they need.**

Reporting to the Senior Director of Development and Marketing, this position plays a vital role on the development and marketing team to support the day-to-day annual fund activities, department operations, and donor engagement and stewardship. The role includes frontline fundraising (10%), managing appeal efforts (40%), donor and constituent management in CRM software (40%), and generating donor wealth analysis and bios (10%).

#### **Job Responsibilities:**

- Manage multi-channel annual fundraising efforts (print, digital, in-person, and phone) that support donor engagement, retention, and new acquisition of donors.
- Identify, engage, solicit, and steward annual giving donors and prospects to support achieving annual fundraising goals.
- Meet with prospective and current annual giving donors to encourage gifts up to \$5,000.
- Professionally and actively engages with prospects to share enthusiasm about PSBS activities and plans.
- Record all gifts (restricted and non-restricted) into donor software and send acknowledgements.
- Tracks results of solicitations, compiling data, and assisting with analysis to measure progress towards organizational goals.
- Builds schedules, draft letters, and manage delivery of multiple appeals each year.
- Stays current on annual giving best practices and maximizes use of data to adjust when needed.
- Assesses Annual Fund donors' giving history and philanthropic capacity to create and build pipeline from the annual to major gifts.
- Research new prospects, and compiles bios for leadership.
- Pull donor mailing lists, and create new queries based on projects requirements.
- Maintain donor records, assign attribute codes, mark deceased/inactive, add donor capacity and propensity ratings to records from iWave.
- Conduct donor research and create new constituent records, to assign to portfolios.

- Obtain quotes and maintain annual renewals of vendor software.
- Collaborate with colleagues on development events managing specific assigned duties
- Additional duties and responsibilities as assigned.

**Qualifications:** The Annual Fund Manager must have a desire to frontline fundraise, experience and/or comfort with learning CRM systems, take initiative and responsibility, work independently and as a team, and be detailed and deadline oriented. Excellent writing skills, 3 years of experience, ability to complete detailed work with accuracy, strong interpersonal skills, ability to work independently and with a team, high standards of integrity, entrepreneurial mindset. Ability to be flexible and work with cross function teams to deliver results.

**Benefits:** Fully Remote; major medical, dental, vision benefits; 401(k) with company match, short and long term disability, life insurance

Email Cover Letter and Resume to Bill Garrett at [bgarrett@phoenix-society.org](mailto:bgarrett@phoenix-society.org)

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### **Mid-Level Gift Officer**

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Reporting to the Senior Director of Development and Marketing, this position plays a vital role on the development and marketing team to support the day-to-day fundraising activities, department operations, and donor engagement and stewardship. The role includes frontline fundraising.

#### **MAJOR AREAS OF RESPONSIBILITY:**

Manage a portfolio of mid-level donors and corporate sponsors (\$5,000 -\$25,000) to identify, qualify, cultivate, solicit, and steward supporters.

- Manage a select pool of donors who have upgraded their giving to over \$25,000
- Identify donors' passions and interests, build relationships, and leverage those relationships into meaningful support opportunities.
- Serve as point of contact for new mid-level members and create a positive experience for donors who transition to mid-level.
- Actively participate in the creation and execution of fundraising activities and events, including dinners, golf, donor visits and events hosted by the Development Team.
- Communicate the value and impact of Phoenix Society for Burn Survivors while representing the brand to our community.

- Develop, implement and evaluate custom communication, stewardship, and engagement strategies that successfully retain current mid-level members and upgrade members from mid-level to major gifts.
- Manages mid-level giving including personalized renewal, upgrades, acquisition, and acknowledgment.
- Works within the database to track communication, view data, and assist in analyzing data to inform and prioritize individuals and strategies.
- Meet individual goals as well as helping the team reach group revenue goal.
- Grant application and reporting

**Qualifications:** 4+ years of experience in major area of responsibility, Bachelor's Degree, experience and/or comfort with learning CRM systems, take initiative and responsibility, work independently and as a team, and be detailed and deadline oriented. Excellent writing skills, 3 years of experience, ability to complete detailed work with accuracy, strong interpersonal skills, ability to work independently and with a team, high standards of integrity, entrepreneurial mindset. Ability to travel as needed. Ability to be flexible and work with cross function teams to deliver results.

**Benefits:** Fully Remote; major medical, dental, vision benefits; 401(k) with company match, short- and long-term disability, life insurance

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## **Communication and Engagement Specialist**

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**Reporting to the CEO this position** develops and executes communication strategies to promote and facilitate the organization's mission and programs to the public, including writing content, managing social media accounts, coordinating outreach, crafting compelling narratives, and analyzing communication effectiveness, all while aligning messaging with the non-profit's values and goals. Supports internal and external communications and events/meetings with board, staff, program partners and development events.

### **Communication Strategy**

- Interfaces with all departments to identify communication needs, develops comprehensive communication plans, and tracks progress against objectives.
- Serves as a liaison to the board of directors; distributes agendas and minutes, organizes meetings and keeps policies updated

- Contributes ideas to improve communication strategies based on data and insights.

#### **Content Creation**

- Writing and editing various communication materials: website content, blog posts, newsletters, social media updates, donor appeals, and board reports ensuring consistency with brand messaging.
- Works closely with the Marketing Director to publish approved content.
- Collaborates on the production of multimedia content (videos, presentations, etc.) to support communication efforts

#### **Social Media Management**

- Supports the development and execution of social media strategies across multiple platforms; creates engaging content, monitors conversations, and analyzes social media metrics.

#### **Public Relations / Event Support**

- Plans and assists in facilitating board events/public relations campaigns/events to raise awareness about the organization's programs and initiatives.

#### **Fundraising Campaign Support**

- Assist in fundraising campaigns by crafting compelling messaging and materials to attract and retain donors.
- Provides support in writing grant proposals, pitch decks and donor reports.

#### **Reporting and Analysis**

- Monitors communication performance through analytics, measuring key metrics, and providing insights to inform future strategies.

**Qualifications:** Excellent writing and editing skills, Strong understanding of social media platforms and best practices, Proven ability to build and support relationships with staff, board, donors and constituents, Experience in developing and executing communication campaigns, reports and digital content, Knowledge of non-profit operations, fundraising, and board engagement strategies, Strong analytical skills to measure communication effectiveness, Proficiency with design software (preferred) , Bi-lingual (bonus)

**Benefits:** Fully Remote; major medical, dental, vision benefits; 401(k) with company match, short and long term disability, life insurance

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