

Los Angeles Mission, Inc.

Job Description

Job Title: Major Gift Officer
Department: Development
Reports To: VP of Development
FLSA Status: Regular, Full Time, Exempt
Prepared By: Human Resources Department
Prepared Date: Revised March 2018

SUMMARY:

The Major Gift Officer "MGO" will demonstrate Christ-like behavior in all areas of job duties and responsibilities. The individual filling the MGO role will bring about a performance-driven, Biblically-sound approach to the work of the assigned geographic area and caseload within the overall context of the LAM Development Team. The position requires a strong self-starter, willing to set demanding goals and work toward their achievement. Specific targets for caseload management will be set with the Executive Director of the LAM Foundation. The Major Gifts Officer will support the Los Angeles Mission programs by working with the organization's highest tiered donors, those contributing annually in the range of \$2,500-\$100,000+ The Major Gifts Officer will also design, implement and create new donor opportunities to support planned and existing programs and projects for the Mission.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- The MGO is responsible for the personalized contact, cultivation and moves management plans of up to 150 major donors and prospects within an assigned geography. This case load includes existing major donors in LAM's organization data base, plus selected high net worth individuals, family foundations and privately held companies.
- Each year the MGO works with the immediate supervisor and regionally based major gift volunteers to develop the plan and secure operational plan targets.
- Key Result Areas (KRA's) will be set for production, administration & moves management.
- The MGO may recruit a team of major gift volunteers. This team's task is to support the identification, qualification, involvement, and solicitation of prospects.
- The MGO is responsible for researching names to be added to the caseload and database. The database will be continually updated with new information gathered from public sources and will include capacity, interests, relationships, and motivation data necessary to establish a growing relationship. The data base remains the property of LAM.
- Manage and report appropriate expenses as approved by the immediate supervisor.
- Develop & implement a plan to personally service existing partners with timely information on existing projects, programs, events, and new projects for LAM. Build a relational focus with major investors.
- Bring significant growth to the network of potential partners, involving the base of existing investors.

- Coordinate and assimilate project information from LAM to be forwarded to investors and prayer partners. Discover the amount and kinds of information partners want and the level of involvement they desire.
- Progress reports will be submitted not less than monthly. Reports will reflect the financial goal for each prospect and a forecast for the coming months. Site visit and trip reports will be filed within 2 days after each trip, reflecting in a Memo for the Record (MFR) for each contact and its relationship to their personalized contact management plan.
- The MGO will manage the stewardship plan for each prospect, providing a written or personal report on funds used and other information pertinent to a donor. Reports will be prepared and presented in a timely fashion.
- Travel regularly to meet with and develop personal relationships with major partners and participate in partner events.
- Work consistently to "win-keep-and-lift" existing and potential partners.
- Work to ensure specific development goals are met and resources are secured to support development costs and investment opportunities.
- The MGO maintains an annual expense budget, based on an allocation predetermined by the VP/D and submits required expense documentation in a timely manner in accordance with LAM guidelines.
- The MGO will set and pursue personal, spiritual and professional growth and education objectives, and manage time to meet those objectives.
- The MGO will enlist a personal prayer team, tasking these volunteers to support travel, contacts and family and personal requests. The team will receive a written update on a regular basis.
- The MGO will recruit volunteer Ambassadors to help in building a quality caseload.
- The MGO will engage partners with tax-wise, asset based gift planning opportunities to be referred to LAM's Gift Planning Director.

POSITION QUALIFICATIONS:

- Demonstrates desire and ability to support corporate Biblical and religious goals and participate in regular work-related spiritual activities without mental reservation.
- Possess a working knowledge of fundraising methods and understand planned giving tools and strategies.
- Possess a high level of interpersonal, verbal and written communication skills.
- Experience with Rescue Missions is highly desirable.
- Should enjoy working with people; cooperative team player.
- Must have tact and diplomacy.
- Continuing education in the development field is strongly desirable.
- Able to travel locally to engage current and potential investors.
- A motivated, self-starter with a desire to achieve personal and organizational goals without close, direct supervision.
- Have a high EQ as it relates to interaction with high capacity investors

EDUCATION/ EXPERIENCE and QUALIFICATIONS:

The Major Gift Officer will have at least 5 years of increasingly productive development related experience, or transferable experience. It is desirable to have at least 3-5 years' experience working with high net worth individuals. A college education is also desirable, with additional credentials at the graduate level preferred. Should have fruitful and growing relationships with others and share the values of bringing hope and healing to those in need.

PERSONAL AND TEAM COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Collects and researches data; Uses intuition and experience to complement data.
- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Customer Service - Responds promptly to investor needs; Responds to requests for service and assistance.
- Interpersonal - Maintains confidentiality.
- Oral Communication - Listens and gets clarification; Responds well to questions.
- Team Work - Balances team and individual responsibilities.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- Business Acumen - Understands business implications of decisions.
- Ethics - Treats people with respect; Keeps commitments; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.
- Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Asks for and offers help when needed.
- Innovation - Meets challenges with resourcefulness.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.
- Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
- Quantity - Meets productivity standards.

- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions.

SUPERVISORY RESPONSIBILITIES:

None

TECHNOLOGY SKILLS:

Computer literacy is required. Must have the ability to utilize Microsoft Office, Microsoft Outlook, and internet-based applications like Paychex Flex Employee/Manager Self Service Portal and Web Access with ease, and donor software programs such as Raiser's Edge. Other business software may be deployed related to job functions.

SOCIAL MEDIA:

Ability to use Facebook, Twitter and other social media.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret reports, and legal documents. Ability to respond to common inquiries or complaints from customers or members of the business community. Ability to write articles for publication that conform to prescribed style and format. Ability to effectively present information to top management and public groups.

MATHEMATICAL SKILLS:

Basic business math skills required.

REASONING ABILITY:

Highly developed people and problem-solving skills. Ability to make decisions, ability to meet deadlines. Excellent verbal and written communication skills, knowledge of writing and graphics, ability to manage effectively

LOS ANGELES MISSION EVENTS:

All Mission employees are required to work the four (4) yearly Mission street events; Good Friday, Summer Block Party, Thanksgiving and Christmas, if/as scheduled. Accommodations will be made if necessary. Exceptions must be approved by a member of the ELT and Special Assistant to the President.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to walk. The employee is occasionally required to stand, use hands to finger, handle, or feel, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds, Specific vision abilities required by this job include distance vision, color vision and peripheral vision. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

Pleasant office environment. The noise level in the work environment is usually moderate. Employee may come into contact with irate and irrational clients who may or may not be under the influence of mind-altering substances such as cocaine, marijuana, alcohol, etc., or be mentally or physically disabled. Employees may be exposed to some risk of communicable disease from guests of facility, including TB or other respiratory diseases.

If the Major Gift Officer (MGO) is not based at the Los Angeles Mission (LAM), he or she will maintain a home office from which he/she will contact donors and prospects by phone, mail, and e-

mail. The MGO should have a car, a current US driver's license, and high-speed internet access. The home office should be free from distractions that will interfere with professional communications. A minimum time commitment of forty hours per week is expected, but the work schedule will be flexible, including night and weekend work. LAM will provide a computer, printer/fax, cell phone, appropriate software, and will be reimburse phone, internet and mail expenses. Reasonable travel and entertainment expenses will be reimbursed with prior approval.

Participation in team meetings and training, whether at LAM, offsite, by conference call, or elsewhere will be essential.

I understand the above job description and agree to comply with, and be subject to, its conditions. I understand that the company reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to meeting the job duties listed above, I agree to abide by the Company policies contained in the employee handbook. I acknowledge that I can fulfill the above duties with or without reasonable accommodation.

Employee Signature

Date

Employee Name (please print)

Date

Approval

Date