



## **POSITION ANNOUNCEMENT: PHILANTHROPY SERVICES MANAGER**

Grand Canyon Conservancy (GCC) is the official nonprofit partner of Grand Canyon National Park. As the official philanthropic and collaborative partner of Grand Canyon National Park, Grand Canyon Conservancy's mission is to inspire generations of park champions to cherish and support the natural and cultural wonder of the Grand Canyon. GCC raises private funds, operates retail shops within the park, and provides premier educational programs about the natural and cultural history of the region.

Grand Canyon Conservancy (GCC) is seeking a Philanthropy Services Manager to oversee the day-to-day administration of digital fundraising, the donor database, donor relations, prospect development, gift processing and acknowledgments, data management and analytics, and digital technology. The position requires a comprehensive understanding of the overall responsibilities of Philanthropy Services with the expectation to bring industry standards, strategies, and vision for how technology supports and propels Philanthropy. The Philanthropy Services Manager is a remote, full-time, exempt, benefit-eligible position. This position supervises four staff members and reports to the Chief Philanthropy Officer.

### **PRIMARY RESPONSIBILITIES**

Duties vary with the workload and could include, but are not limited to, the tasks listed below.

- Serves as the philanthropy operations point of contact;
- Supervises philanthropy services staff to ensure that all gift processing, philanthropy operations, and reporting are completed on a timely basis;
- Works with the Philanthropy team to define, recommend, and implement policies and procedures to support fundraising efforts, systems support, data integrity and security, and gift processing;
- Oversees direct mail and digital engagement services;
- Provides oversight and support for the digital philanthropic program, including monitoring online donation platforms and working with the marketing and communications team on shared goals;
- Works with GCC's Chief Financial Officer to ensure that fundraising data and financial data are accurate and reconciled monthly;
- Develops and prepares management, standard, and ad hoc reports;
- Performs data maintenance and systems documentation;
- Provides training and support for philanthropy data management and information systems;
- Facilitates all areas of prospect development to ensure the timely and effective identification and management of major gift prospects;
- Manages gift processing and entry of all gifts into the database;
- Ensures all gifts receive acknowledgment letters per the Donor Bill of Rights, industry rules and guidelines, and internal guidelines;
- Oversees and implements the stewardship process to ensure continuous donor engagement;
- Support and embody GCC's pursuit of organizational excellence through special projects that support the strategic direction of GCC

### **MINIMUM QUALIFICATIONS**

- Bachelor's degree or equivalent work experience in an operational management capacity
- Five to seven years of experience in operations management
- High level of expertise in the management and administration of relational database systems, preferably Raiser's Edge, digital fundraising platforms, and other Information systems
- Ability to pass a criminal background check

## PREFERRED QUALIFICATIONS, SKILLS, AND CHARACTERISTICS

- Strong commitment to the ethical handling and management of donor information
- Advanced understanding of office methods, procedures, and industry best practices
- Excellent oral and written communication skills, including the ability to communicate complex ideas and concepts in a clear and professional manner
- High level of integrity and accuracy
- Knowledge and understanding of nonprofit goals, objectives, policies, and procedures
- Knowledge of budgeting, cost estimating, and fiscal management principles and procedures
- Demonstrated skill in strategic database segmentation
- Ability to supervise and train employees, including organizing, prioritizing, and scheduling work assignments
- Ability to develop, prepare, and deliver effective training programs, seminars, and workshops relating to philanthropy systems and information management
- Ability to learn, interpret, and apply complex policies and procedures with minimal guidance
- Strong cross-departmental collaboration skills
- Demonstrated capacity to meet deadlines
- Strong project management skills and ability to lead multiple high-profile projects
- Advanced experience in scheduling tasks and coordinating team members to accomplish results
- Ability to promote and maintain a positive work environment while displaying GCC's Core Values

## GCC CORE VALUES

GCC has identified four core values that represent how we interact with our employees, partners, visitors, supporters, and followers. Our values include:

- **Integrity:** We are honest, respectful, inclusive, caring, and accountable for our actions. We operate at a high level of excellence, utilizing our resources to their best and fullest potential.
- **Education:** We are a dynamic learning organization uniquely positioned to cultivate the “awe” of Grand Canyon.
- **Service:** We embrace our role as a valued partner of the National Park Service at Grand Canyon National Park and will provide the highest level of excellence in every interaction with employees, partners, visitors, supporters, and donors.
- **Connection:** We foster a sense of wonder and adventure for the Grand Canyon.

## WORKING CONDITIONS

- Performs job duties in a remote office setting, working with a computer and with colleagues
- May occasionally work more than 40 hours per week or on weekends and holidays to meet critical deadlines and to attend special functions
- This position is primarily sedentary office work requiring long periods at a computer performing repetitive tasks.

## TOTAL COMPENSATION

GCC provides a comprehensive benefits package including vacation and holiday pay, sick leave, Canyon Experience Days, employer-supplemented health benefits package including medical, dental, vision, and health savings account (HSA) plan, employer-paid long-term disability, and life insurance, employer-paid 401(k) retirement plan, and discounts in our retail stores and Grand Canyon Conservancy Field Institute offerings. Salary is commensurate with experience.

## HOW TO APPLY

Please visit our website at: <https://www.grandcanyon.org/about-us/employment/>

We ask that you include a resume and cover letter with your application.

**Grand Canyon Conservancy is the official nonprofit partner of Grand Canyon National Park.  
We are an Equal Opportunity Employer.**