

Mid-Level Donor Officer

Reports To: Director of Development

Location: College Campus (On-site)

Position Type: Full-Time

About the Role

Are you a relationship-builder who loves connecting people's passion with a life-changing mission?

The College is seeking a **Mid-Level Donor Officer** to cultivate, nurture, and deepen relationships with a portfolio of approximately **400 donor households**. In this role, which is primarily by phone, you will serve as the primary relationship manager for dedicated supporters whose giving potential exceeds annual fund levels but who are not yet assigned to a Major Gift Officer.

Through highly personalized outreach, inspiring storytelling, and strategic stewardship, you will help our donor families witness the direct, transformative impact of their generosity while identifying those with the potential to become future major and planned giving partners.

Our Distinctive Philosophy

This position is about far more than hitting targets. We believe that true philanthropy is rooted in relationship. Your success will be measured not just by the dollars raised today, but by the depth, trust, and longevity of the relationships you build for tomorrow. You are cultivating the next generation of leadership support for the College.

Primary Responsibilities

Portfolio & Relationship Management

- **Active Portfolio Management:** Manage a portfolio of ~400 donor households using a disciplined moves management process to increase retention and annual giving.
- **Personalized Engagement:** Develop and execute individualized engagement plans for each donor.
- **Authentic Outreach:** Connect deeply with donors through personal phone calls, emails, video messages, handwritten notes, virtual meetings, event participation, and occasional in-person visits.
- **CRM Excellence:** Maintain meticulous, up-to-date records of donor interactions, plans, and strategies in the CRM.

Monthly Storytelling & Fundraising Strategy

- **Impact-Driven Communication:** Partner with Marketing and Advancement Communications to deliver a curated, 12-month storytelling strategy. Ensure donors regularly receive inspiring updates on student transformation, work education programs, academic excellence, and campus initiatives.
- **Strategic Solicitation:** Personally solicit annual gifts. Every third month, extend a direct, strategic invitation to donors to invest financially in our mission, following up individually on all appeals.
- **Pipeline Development:** Identify donors showing increased generosity and high engagement, recommending qualified prospects for transition to Major Gift or Planned Giving officers.

Stewardship & Collaboration

- **Exceptional Care:** Ensure donors feel valued through prompt thank-you calls, personalized impact reports, birthday/anniversary recognition, event invitations, and prayer support.
- **Team Integration:** Work collaboratively across teams—including Major Gifts, Planned Giving, Alumni Relations, the President's Office, and Marketing—to ensure a seamless and unified experience for our supporters.

Performance Expectations

To thrive in this role, the Mid-Level Donor Officer is expected to:

- Maintain active communication and moves management plans for the entire **400-household portfolio**.
- Complete **20–30 meaningful donor contacts** each week.
- Personally follow up on all quarterly solicitations.
- Achieve established donor retention, upgrade, and annual fundraising goals.
- Successfully transition qualified prospects into the major gift pipeline each year.

Position Qualifications

Required Education & Experience

- **Education:** Bachelor's degree required.
- **Experience:** 3+ years of experience in fundraising, sales, customer relationship management (CRM), ministry, or nonprofit leadership.
- **Interpersonal Skills:** Outstanding written, verbal, and active listening skills with a proven ability to build trust and maintain long-term professional relationships.
- **Organization:** Strong time-management skills and the ability to manage multiple priorities with high attention to detail.

Preferred Experience

- Experience in higher education advancement, donor relations, or annual giving.
- Working knowledge of moves management principles and planned giving concepts.
- Familiarity with fundraising CRM systems.
- Public speaking and presentation experience.

Christian Commitment

Because the College exists to educate students for lives of Christian service and patriotic leadership, this position requires a vibrant and growing personal relationship with Jesus Christ.

The successful candidate will:

- Demonstrate Christlike character, humility, compassion, and servant leadership in all professional and personal interactions.
- Fully support and represent the mission, statement of faith, and values of the College.
- Commit to praying regularly for our donors, students, and campus community.

Core Competencies for Success

- Relationship Building & High Emotional Intelligence
- Donor Stewardship & Strategic Philanthropy
- Storytelling & Persuasive Communication
- Initiative, Collaboration, & Time Management
- Christian Servant Leadership

To Apply

If you are ready to use your relational gifts to advance a mission that shapes the hearts and minds of the next generation, we would love to hear from you. Please submit your resume, a cover letter detailing your journey of faith and professional experience, and three professional references.

This is a full-time position that requires a background check. Please submit resume/application to Vicki Wrosch in the Business Office at College of the Ozarks, P.O. Box 17, Point Lookout, MO 65726, or hr@cofo.edu. Review of applications will begin immediately and continue until the position is filled.