



Job Details

Position: Director of Stewardship

Reports to: Chief Development Officer

Schedule: Monday-Friday, 9 a.m.-5 p.m. and some night or weekend events

Travel: Up to 25%

Location: 125 S. Elm St., Suite 500, Greensboro, NC 27401. Hybrid schedule

About shift_ed

shift_ed is a 501(c)(3) nonprofit organization whose mission is to boldly accelerate student potential. Our continuum of educational programs spans from kindergarten to career, with initiatives that are evidence-based and equity-minded. We partner closely with Guilford County Schools to provide thousands of hours of tutoring, aptitude assessments, college prep workshops and career exploration programming to students.

Description

shift_ed is seeking a dynamic, experienced Stewardship Director to play a critical role in strengthening relationships with donors, volunteers, and community stakeholders, while also helping to advance the organization's fundraising goals. This role will be essential in ensuring that donors and supporters feel valued, informed, and engaged with the mission of shift_ed. The Director of Stewardship will contribute to our growth and success by leading donor engagement efforts, driving recognition initiatives, and fostering long-term, meaningful connections with the shift_ed community.

Essential Duties and Responsibilities (include but are not limited to the following):

Stakeholder Engagement & Stewardship

- Cultivate and maintain strong, ongoing relationships with donors, volunteers, and community stakeholders through personalized communication and consistent outreach.

- Design and implement a comprehensive stewardship strategy to enhance donor retention, engagement, and recognition. This includes developing individualized stewardship plans for major donors and volunteer groups.
- Plan, organize, and execute donor events, site visits, volunteer opportunities, and appreciation programs.
- Provide timely follow-up communications after events to maintain donor engagement and deepen relationships.
- Actively monitor donor feedback, addressing concerns or inquiries promptly and professionally.
- Collaborate with the development team to identify and engage prospective donors, partners, and supporters.

Donor Acknowledgment and Recognition

- Oversee the creation of highly personalized gift acknowledgments (thank-you letters, phone calls, and emails) on behalf of shift_ed's leadership, ensuring alignment with the organization's vision and mission.
- Coordinate multi-level donor acknowledgment, including from staff, board members, volunteers, and program beneficiaries.
- Manage donor recognition programs, including special events, donor impact reports, public relations materials, and digital platforms.
- Ensure the timely execution of donor recognition activities such as announcements, interviews, and gift showcases.

Marketing & Communication

- Collaborate with the communications team to develop impactful donor reports, messaging, and content.
- Develop and distribute newsletters, annual reports, and social media updates that highlight the impact of donors' contributions and investments in the organization.
- Serve as a representative of shift_ed at community events and other donor engagement opportunities.

Data Management & Analysis

- Maintain up-to-date and accurate donor records within shift_ed's CRM system.
- Analyze donor engagement data to identify trends and opportunities to refine stewardship strategies.
- Provide regular reports on the effectiveness of stewardship efforts, including metrics on donor retention, engagement, and giving patterns.

- Offer data-driven recommendations for continuous improvement of donor stewardship practices.

Team Collaboration

- Work closely with the leadership, development, communications, and program teams to align fundraising and stewardship efforts with organizational goals.
- Provide guidance, mentorship, and training to staff and volunteers involved in stewardship activities.
- Assist with event planning, execution, and evaluation, ensuring alignment with overall donor engagement objectives.

Qualifications:

Education and Skills Requirements:

- Bachelor's degree from an accredited college/university or equivalent combination of work experience, education, or training.
- 7-10 years of development experience with specific experience in donor relations
- Strong background in public education, with a deep passion for supporting schools and community engagement.
- Proven success in cultivating relationships and managing high-level donor engagement and event planning.
- Exceptional interpersonal skills, with the ability to build trust and rapport with donors, volunteers, and colleagues.
- Excellent written and verbal communication skills, with the ability to craft compelling donor messages and reports.
- Highly organized, with strong project management and time-management skills.
- Familiarity with CRM systems, Microsoft Office Suite, and digital communication platforms.
- Experience in social media strategy and communications.
- Established presence and network within the Greensboro community and a track record of leadership roles.
- Strong public speaking skills and experience delivering messages to both small and large audiences.
- Ability to work independently and collaboratively, demonstrating flexibility and initiative.