



<b>Our mission is to provide people of all ages with help, hope, and the opportunity to succeed.</b>			
<b>Job Title</b>	Engagement Manager	<b>FLSA Status</b>	Non Exempt
<b>Program/Department</b>	External Relations	<b>Supervisory Responsibilities</b>	No
<b>Reports To</b>	Chief External Relations Officer	<b>CEO Approval Date</b>	12/2020
<b>Work Schedule</b>	Office hours follow business hours and may vary with supervisor approval; may include occasional evening and weekends. This position is also able to work remotely, as needed.		
<b>Must pass required background check</b>			
<b>POSITION OVERVIEW</b>			
<p>The Engagement Manager reports to the Chief External Relations and is a part of the External Relations team, which oversees development, marketing, communications, and volunteerism.</p> <p>All employees and volunteers are expected to be sensitive to our clients' cultural and socioeconomic characteristics, reflect Sunbeam Family Services core values, and to perform at Sunbeam's standards of excellence at all times.</p>			
<b>ESSENTIAL FUNCTIONS</b>			
<p><b>Development:</b></p> <ul style="list-style-type: none"> <li>• Manage the donation processing and acknowledgement process. This includes processing financial gifts, entering gifts into the donor database, sending thank you letters to donors, and collaborating with the accounting department.</li> <li>• Manage the in-kind donation process for the organization, which includes collaborating with programs on their needs and identifying, qualifying, cultivating, soliciting, and stewarding new and existing in-kind donors, entering gifts into the database, thanking donors, and distributing gifts as designated.</li> <li>• Oversee the integrity of the donor database. This includes maintaining up-to-date records of all donor/prospective donor interactions and providing donor reports for donor stewardship, mailing lists, and Engagement team reporting.</li> <li>• Serve as the liaison for community speaking engagements, including the United</li> </ul>			

Way campaigns and booth boxes for tabling events and conferences.

- Assist with agency tours and presentations.
- Working with the Chief Engagement Officer, supports fundraising event logistics like the Shine a Light gala, annual campaigns, and other fundraising efforts.
- In partnership with the Chief Engagement Officer, support cause marketing outreach, events, and stewardship.
- Assist with donor research, recruitment and retention projects.

**Volunteers:**

- Create and implement a volunteer strategy for the agency, which includes recruitment, retention and recognition, and collaboration with program staff to assess and meet their volunteer needs.
- As the Friends of Sunbeam Board liaison, create and implement a strategy to engage members in friendraising, fundraising, and volunteerism.

**Additional Support:**

- Collaborate in the development, coordination, and implementation of the annual External Relations plan, attend External Relations team meetings, stay informed about all agency programs and services, and support/attend activities related to the External Relations Board Committee.
- Collaborate with programs to identify and support their needs.
- Provide logistical support to staff and client events.
- Perform other appropriate responsibilities at the direction of the CEXRO.

**JOB QUALIFICATIONS**

	<b>Minimally Required</b>	<b>Preferred</b>
Education	Bachelor's degree, or comparable experience, in marketing or communications related field like Public Relations, New Media, Journalism, Digital Marketing, Marketing, Communications, Graphic Design, Strategic Communications or Advertising.	
Experience	At least 2 years' experience in fundraising, public relations, journalism, marketing, grant writing, and/or fundraising databases.	At least 5 years' experience in fundraising, public relations, journalism, marketing, grant writing, and/or fundraising databases.
Skills and knowledge	Strong organizational skills, detail-oriented, and a demonstrated ability to	Experience managing fundraising database.

	<p>multi-task and work in a deadline-driven environment.</p> <p>Excellent customer service skills, public speaking skills, and the ability to work with diverse individuals.</p> <p>Ability to define problems, collect data, establish facts, recommend and implement solutions in a timely fashion.</p> <p>Maintains the highest level of ethical conduct and exercises discretion in handling confidential information.</p> <p>Ability to work with Microsoft Suite applications and donor management software.</p>	<p>Special event management.</p>
<p>Abilities</p>	<p>An attitude of gratitude.</p> <p>Innovative with a sense of humor.</p> <p>Approachable, collaborative, mission-driven, patient, relational, efficient and proactive.</p> <p>Work as a collaborative and supportive team member.</p> <p>Communicate respectfully with people at all levels and diverse backgrounds.</p> <p>Professional executive presence.</p> <p>Discretion in handling confidential information and materials.</p> <p>Local travel required and must have valid Oklahoma driver's license and insurance as required by the position</p>	
<p><b>WORKING CONDITIONS</b></p>		
<p><u>Physical Demands:</u></p>		

While performing the duties of this job, the employee is required to frequently communicate with staff and others, and must be able to exchange accurate information when doing so. The employee must be able to remain in a stationary position 50% of the time and occasionally move about inside the office to access file cabinets, office equipment, attend meetings, etc. Must be able to operate and use a computer. Must be able to detect, discern, distinguish, observe, inspect and compare. Must have excellent command of English language and grammar, both verbal and written. Occasionally must be able to move needed materials weighing up to 30 pounds. The qualifications, physical demands, and work environment described are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

Work Environment

The employee will work in an office environment, may work in close quarters with other staff, children and families. The noise level in the work environment varies from moderate to loud.

Other

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. These statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel or candidate and may be subject to change at any time.

**SUNBEAM'S CORE VALUES**

Champion Spirit

We work like a champion every day: paying attention to details and performing with excellence

Servant Heart

We exhibit humility in serving everyone; no job is below anyone and we all work together to get the work done

Sunny Attitude

We bring a smile, a positive attitude and treat each other with respect, ensuring a pleasant work environment.

**SIGNATURE**

By signing this job description, the employee/candidate affirms that (s)he possesses the knowledge, skills, and abilities necessary to perform the essential functions of the job as stated above, with or without reasonable accommodation. It is also understood that employment with Sunbeam is considered "at will," meaning that either Sunbeam or an employee may terminate the employment relationship at any time with or without cause or notice. This job description is not intended in any way to create a contractual employment relationship. Sunbeam may also change this job description and the expected duties from time to time at its sole discretion.