



FOSTER & ADOPTIVE CARE COALITION

FOR EVERY CHILD... A PLACE TO CALL HOME

Donor Engagement Manager

Department:	Impact	Date Prepared:	Revised September 4, 2026
FLSA Status:	Full-Time, Exempt	Reports to:	Chief Impact Officer

Summary of Position

The Impact Team is responsible for securing the financial resources, public support, and awareness needed to advance the Coalition's mission. Through fundraising, storytelling, and meaningful engagement, the team ensures the Coalition's 25+ programs and services are widely known, accessible, and utilized, as we strive to achieve our vision: For every child...A Place to Call Home.

The Donor Engagement Manager leads donor engagement, stewardship, and fundraising initiatives that strengthen relationships and increase financial support for the Coalition. This role develops and evaluates donor retention, recognition, and upgrade strategies; cultivates community partners; communicates the impact of donor contributions; and maintains accurate fundraising data to support informed decision-making.

Success in this role will be measured through progress toward event and annual fundraising goals, donor retention and upgrade results, the quality and consistency of donor engagement, timely stewardship follow-up, and the accuracy and completeness of fundraising records and reports.

Essential Functions & Responsibilities

- Provides intentional and meaningful engagement with affinity groups and various types of donors (new, monthly, lapsed, corporate, etc.).
- Develops annual donor engagement goals and strategies to increase retention, involvement, and financial support among donors, sponsors, and prospects through consistent, intentional contact.
- Creates and implements retention and step-up strategies for all donor types and affinity groups.

- Creates and implements strategies to recognize and appreciate donors, such as thank you notes, events, and public acknowledgments.
- Builds progressively deeper involvement and support among donors, sponsors, and prospects through regular, intentional contact and tailored engagement opportunities.
- Provides donors with regular updates on the impact of their contributions through email, direct mail, calls, and in-person conversations.
- Solicits donations to support special events, fundraisers, and our retail store, ReFresh.
- Works with the Marketing Team to prepare customized engagement materials for current and prospective donors.
- Works with the Family Enrichment & Volunteers Team to support volunteer groups- greeting groups when they arrive, taking pictures, ensuring a positive volunteer experience, and discussing next steps with the group for continued engagement and interest in other involvement opportunities.
- Works in partnership with the Community Impact Manager to plan and execute stewardship efforts for event attendees, converting guests to engaged and ongoing supporters of the Coalition.
- Collaborates with the Chief Financial Officer, Chief Impact Officer, and Executive Director to develop financial forecasts and fundraising goals informed by historical results and donor trends.
- Records, manages, and analyzes fundraising data while looking for trends using Salesforce.
- Exports and processes monthly reports from various giving platforms, ensuring accurate data entry and reconciliation within Salesforce.
- Monitors retention and step-up results across donor types and affinity groups and adjusts engagement strategies based on performance.
- Ensures integrity of all Development-related data in Salesforce.
- Maintains complete, current donor records and profiles in Salesforce and consistently documents donor and prospect engagement activity.
- Promotes and adheres to ethical standards in all donor interactions and fundraising practices.

Agency Accountability

- Completes daily activity log.
- Maintains an up-to-date Outlook calendar.
- Adheres to the Coalition's Shared Values, Employee Code of Conduct, and Employee Code of Ethics.

Department Specific / Non-Essential Functions

- Other duties as assigned with or without accommodation.
- Supports the Coalition's mission – attends special events, training events, and other "all hands-on deck" activities.
- Promptly answers and responds to phone calls, emails, and inquiries.
- Completes continuing education and training as approved or assigned by supervisor.
- Supports other agency staff as needed to meet agency goals.

Address
1220 N. Lindbergh Blvd.
St. Louis, MO 63132

Phone
(314) FOSTER-3

Website
foster-adopt.org



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Qualifications & Requirements

Education

- Bachelor's degree in business, communications, marketing, nonprofit management, or a related field; at least five years of experience in fundraising, donor relations, development operations, sales, or a closely related field; or an equivalent combination of relevant education and experience.

Experience, Skills, & Qualifications

- Experience in the nonprofit sector and working with diverse stakeholders.
- Ability and comfort working with diverse populations in varying environments.
- Excellent written and verbal communication skills.
- Strong organizational skills with attention to detail.
- Ability to adapt to changing circumstances while maintaining a positive attitude.
- Demonstrated ability to build lasting relationships with donors that increase engagement, retention, and long-term financial support.
- Proficient in Microsoft Office, including Outlook, Excel, Word, and PowerPoint.
- Experience using customer relationship management software; Salesforce experience preferred.
- Manages multiple priorities, meets deadlines, and adjusts plans as donor and organizational needs change.

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics

- Demonstrates an understanding of racial, ethnic, religious, socio-economic, and other forms of diversity and responds sensitively to the circumstances of the children and families the organization serves.
- Protects the confidentiality and privacy of the children and families the organization serves.
- Must successfully complete required criminal background screening.
- Must fulfill the responsibility as a mandated reporter in the State of Missouri.
- Behaves with integrity, demonstrates high ethical standards, and displays a positive image of the Foster & Adoptive Care Coalition.
- Demonstrates accountability for results and keeps commitments to others.

Organizational Relationships/Scope

- This position is a member of the Impact Team, reports to the Chief Impact Officer, and collaborates with teams across the Coalition.

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Working Conditions

- This position is based at the Coalition office, with primary hours Monday through Friday, 8:30 AM to 4:30 PM. Local travel and occasional evening or weekend work are required for community engagement and special events.
- While performing the duties of this job, the employee is required to communicate effectively.
- This position regularly involves sitting, standing, walking, and climbing stairs and occasionally requires lifting up to 25 pounds and pushing or pulling materials, with or without reasonable accommodation.

Agency Shared Values

Employees of the Foster & Adoptive Care Coalition agree to hold themselves and colleagues to the following values:

- We respond to individual needs, histories, and obstacles with intention, dignity, and urgency. By remaining adaptive and attuned to lived experiences, we ensure our policies and practices provide pathways to support, safety, opportunity, and a voice for all.
- We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- Together, we thrive by respecting, valuing, embracing, and celebrating each person's unique strengths, experiences, perspectives, and abilities. We empower every individual to contribute to their full potential.
- We are intentional about knowing better and doing better, using innovative and solution-focused approaches with courageous passion and excellence.
- We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- We develop and maintain authentic relationships by being flexible and open-minded and maximizing the talents of each individual in the team to accomplish the best outcome for our children and families.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

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Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for this position. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Printed Employee Name:		Date:	
Employee Signature:			

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