

# Relationship Manager Job Posting

**Job Type:** Full-time; non-exempt; 40 hours/week **OR** Part-time; non-exempt 25 to 32 hours/week (Depending on Availability of Ideal Candidate)

**Overview of Big Brothers Big Sisters McHenry County:** For over 38 years, Big Brothers Big Sisters of McHenry County has worked to provide children facing adversity with positive, adult mentors. Our mission is to create and support one-to-one mentoring relationships that ignite the power and promise of youth. We accomplish this through 3 mentoring programs; lunch-time mentoring, after-school mentoring and community-based mentoring. We have a 10 person staff (mixture of full-time and part-time) and serve around 500 children per year through our 3 programs. Check out our website at [BBBSMcHenry.org](http://BBBSMcHenry.org)

**Overview of Relationship Manager Position:** The Relationship Manager will help BBBS McHenry County maintain positive on-going relationships with donors, volunteers and client families. They must be able to interact consistently with these groups to create story development and long-term relationships for the organization. The Relationship Manager must be able to identify and build relationships with new leads for new relationships while maintaining strong communication and interactions with ones that are already established. The Relationship Manager will be required to serve as a spokesperson to promote the organizations mission and maintain strong business relationships to build our image and success.

The successful candidate will be highly organized and motivated with strong service and administrative skills. This role is one of the organization's main points of contact with the public and must be able to effectively communicate the organization's mission and needs in order to motivate others to engage with the mission. The ideal candidate has a passion for the mission, a positive disposition and thrives on building collaborative relationships with volunteers and donors.

## **Responsibilities for Relationship Manager:**

- Continually develop and carry out stewardship plans for donors along with Executive Director. Stewardship is a responsibility of all BBBS team-members, but will be central to the Relationship Manager Position.
- Cultivating long- term and deepened relationships with donors
- Utilizing and expanding our effective use of our Donor Management Software. (Note: our Office Manager will maintain the software including data input at Relationship Managers direction)
- Developing and maintaining existing and new donor relationships
- Executing "the ask" on a regular basis for time, talent and treasure
- Write and provide reports for Executive Director on donor engagement and on recruitment efforts
- Create and execute plans for volunteer recruitment
- Ability to analyze results of development and recruitment efforts
- Gather data on donor, volunteer and client satisfaction through satisfaction surveys

- Recruit volunteers for specific needs such as committee service, administrative support or third-party fundraiser support.
- Lead ongoing efforts to improve volunteer and donor experiences and to show appreciation
- Build individual, corporate and organizational giving
- Help with tactical client recruitment in response to various needs throughout the community
- The Relationship Manager will work closely with other members of the BBBS team including our Events/Marketing Manager, Office Manager and Program Managers. This position will be part of a driven and passionate team of people and will involve many collaborative efforts
- This position will report directly to our Executive Director. This position will work hand in hand with the Executive Director in order to further the reach and deepen the impact of BBBS through building relationships in our community
- Other duties as assigned by Executive Director

**Qualifications for Relationship Manager:**

- Enthusiasm and palpable passion for the mission of BBBS
- Intuitive to donor, volunteer and client family needs
- Strong communication and interpersonal skills
- Strategic thinker with the ability to analyze and solve problems quickly
- Must be extremely comfortable speaking and presenting to small and large groups
- Ability to build and maintain trusting relationships through acting with extreme integrity
- Must be able to work independently and also work as part of a small team
- Ability to work well with others and to lead teams of mixture staff and volunteers
- Attention to detail and organized
- Must be self-motivated, flexible and able to manage multiple priorities
- A bachelors degree or relevant years of experience needed
- A background history in a customer service or sales position is a plus
- Nonprofit experience useful, but not required
- Connections and ties to our local community in McHenry County are preferred

**Big Brother Big Sisters is an equal opportunity employer**

**All Candidates should submit a resume and cover letter for consideration to  
Leslie.Blake@BBBSMcHenry.org**

**Thank you for considering joining our Big Brothers Big Sisters of McHenry County team!**