



Donor Relations Officer

Who We Are:

JoyRx Heals All.

At Children's Cancer Association (CCA), we believe Joy is an unlimited resource and undeniable right. We champion purple, but know Joy heals young patients of all colors, no matter what language they speak, where they hail from, or live—ensuring all have equal access to no-cost, Joy-based programming.

We champion our team of unique individuals to feel empowered and bring their full, authentic selves to the workplace, regardless of how one identifies.

At CCA, we know it takes more than medicine to treat cancer and serious illness. When a child is facing life's most challenging moments, it's not enough to try to fix their body—we must also help them heal emotionally.

For over 25 years, CCA has delivered programs to help young patients find their Joy. JoyRx® programs feature music, mentorship, and nature to create feel-good moments for seriously ill kids and help them positively shift their mood to relieve the sadness, anxiety, and isolation experienced during lengthy treatments and hospitalizations—transforming their pediatric healthcare experience.

Who you are:

You are organized and thoughtful fundraising professional. You thrive on process and are a strong communicator who enjoys connecting with people. The Donor Relations Officer is responsible for stewarding and cultivating key donor groups to help CCA achieve its strategic short and long-term goals, executing projects to support the development function, and overseeing timely and appropriate donor receipting, acknowledgements, and stewardship. The Donor Relations Officer is a key member of the individual giving team with strong potential for professional development within CCA. Donor Relations Officer reports to the Director of Philanthropy.

Essential Functions

- Responsible for donor acknowledgement and stewardship administration, including timely receiving and receipting of gifts; acknowledgement and stewardship of donors; sending out timely pledge reminders; overseeing branded items inventory, and ordering for the development team.

- Qualify and steward prospects. Cultivate relationships with monthly, leadership, and house portfolio donors primarily over phone, email, and mail correspondence; solicit and close leadership and monthly gifts as appropriate based on relationships.
- Participate in implementing consistent donor messaging through various communication channels.
- Assists with development communications, including impact reports, fall and spring appeal, planned giving appeal, and other communications as needed; ensure appropriate inventory of print materials for the team.
- Ensures high matching gift rate by developing systems to support donors in submitting matching gift requests and supporting matching gift entry and tracking in Raiser's Edge.
- Provide administrative support to Director of Philanthropy and manage special projects as needed.
- Leads development fundraising volunteer recruiting, training, and supervision. Create and maintain fundraising volunteer materials, including recruiting and training materials; keep up to date on peer-to-peer solicitation best practices to ensure success in this area.
- Keep up to date on donor stewardship, cultivation, and solicitation best practices as they pertain to individual giving.
- Assist the Development Team and work collaboratively to meet funding goals and objectives.
- Maintain and update database records; create and provide multiple reports in Raiser's Edge.

Skills

- Excellent interpersonal skills
- Strong written and verbal communication skills
- Outstanding planning, organizational, and analytical skills
- Sound judgment in problem-solving and decision-making techniques
- Able to balance competing priorities, complex situations, and tight deadlines
- Proficient in the use and creation of Excel spreadsheets, including formulas and tables
- Comfort in spending significant amount of time communicating with donors, prospects, and professional advisors via phone

Education & Experience

We seek diverse perspectives and lived experiences that foster learning, creativity and innovation, and equity.

- Bachelor's Degree or comparable combination of education & experience
- 2-3 years of development experience
- Experience interfacing with business and community leaders with a high level of decorum and business acumen
- Experience managing multiple projects with competing deadlines
- Experience with call center preferred
- Experience with tracking work in a donor database; experience with Raiser's Edge a plus
- Spanish language proficiency a plus.

Competency Requirements:

- **Relationship Building** – Establish and maintain productive relationships with children, families, partners, and staff. Initiate contacts readily.
- **Planning & Organizing** – Prioritize multiple tasks and maximize use of available time to ensure work is accomplished efficiently and accurately.
- **Written Communication** - Composes informative and convincing documents. Uses the written language to convey substance and intent with accuracy.
- **Energy** – Exhibit stamina and endurance and maintain a fast pace over time.

Work Environment

CCA offers a hybrid work environment with both onsite (professional open office environment) days and opportunities to work remotely up to 2 days/week. Occasionally be required to perform job duties outside of the typical office setting, including event venues, golf courses, and other offsite locations.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without a reasonable accommodation.

Due to the nature of CCA's work with immunocompromised children, it is our responsibility to take every precaution possible to protect the health and safety of the children and families we

serve. All CCA employees, regardless of work location, are required to receive COVID-19 vaccinations as recommended by the CDC, including any recommended boosters, unless a reasonable accommodation is approved.

Frequently operates a computer and other office equipment, such as a calculator, copy machine, and computer printer. This position requires the ability to perform basic math and speak, hear, write, and read English; occasionally and/or move up to 20 pounds.

Travel

This position requires occasional travel in the Portland Metro area and access to reliable transport.

Position Type/Expected Hours of Work

This is a full time (40 hours/week) non-exempt position. Some flexibility in hours is allowed; days and hours of onsite work are generally Monday through Thursday, 8:00 am – 5:30 pm and Friday 8:00 am – 12:00 pm. This position requires at times evening hours and weekend work.

Compensation:

CCA is a growth organization that looks for team members to grow with it. CCA offers a generous total rewards package, casual work environment and an inclusive culture. No matter the role, every CCA role shares one galvanizing message, to bring joy, comfort and inspiration to every child or teen in their moment of need.

Competitive benefit package and salary commensurate with experience, hourly wage between \$21.00-\$22.00/hour DOE and track record.

Generous benefits, including:

- Heavily subsidized medical, vision, dental and alternative care benefits;
- PTO & nine paid holidays;
- Voluntary short- and long-term disability;
- Flexible spending plan;
- 401(k) with 3.5% CCA match;
- Paid four-week sabbatical to pursue creative talents after eight years of service;
- Subsidized on-site parking or public transportation reimbursement

Application Guidelines:

Complete the [application](#) through our application portal and answer the following two questions in your cover letter:

1. Tell us how your previous work history has prepared you for this role
2. Provide salary expectations

CCA believes that a diverse staff of qualified, highly skilled, and creative individuals is necessary to achieve the vision and mission of the organization. We welcome and encourage

applications from candidates who can contribute to the diversity of our workforce across a range of dimensions. Individuals who identify as Black, Indigenous, Latinx, Asian, Pacific Islander, or other People of Color, people who are queer, trans, non-binary, people with disabilities, people who are immigrants, people from poor and working-class backgrounds, and people who are/have been system-impacted are strongly encouraged to apply.

CCA is an Equal Opportunity Employer committed to maintaining a non-discriminatory and dynamic work environment that values diversity and inclusion, respect and integrity, stakeholder focus, and innovation. AA/EOE/VETS/Disabled.