

Donor Services Manager

ABOUT BROOKLYN ORG

Brooklyn Org is a champion for Brooklyn. We celebrate Brooklyn's brilliance and resilience, its incomparable culture and uncompromising grit – and we demand more for our communities.

Over our 15-year history, we have reimagined the role of philanthropy and provided immeasurable support to communities and nonprofit partners that are leading transformational change for Brooklyn. With a new model for community philanthropy, we are bringing together Brooklynites, Brooklyn backers, businesses, and broader believers in equity and justice to make Brooklyn a beacon for the world.

We are a platform for galvanizing giving. We are here to ensure that ideas are met with resources, challenges are met with solutions, and inequity is met with justice.

POSITION OVERVIEW

The Donor Services Manager is responsible for executing high-quality donor services while intentionally designing and leading stewardship opportunities that deepen Donor Advised Fund fundholder's (fundholder) engagement. This role owns fundholder relationships, supports stewardship strategy, and the overall quality and consistency of the fundholder experience.

The Donor Services Manager reports to the Chief Operating and Financial Officer, Head of Donor Services. This is a full-time, exempt position.

RESPONSIBILITIES

1. Stewardship Strategy & Design

- Develops and manages a cohesive, year-round stewardship calendar aligned with fundholder interests, Brooklyn Org's racial equity priorities, and organizational goals, with support from Programs and other internal teams.
- Supports the Chief Operating and Financial Officer, Head of Donor Services in designing and implementing tailored philanthropic planning for fundholders, including socializing legacy and long-term planning opportunities, with a focus on growing assets under management and supporting Brooklyn Org and Brooklyn-based organizations.
- Identifies gaps in fundholder engagement and proactively develops stewardship opportunities to address them.
- Tests, evaluates, and refines stewardship approaches based on fundholder feedback, participation, and outcomes.

2. Fundholder Stewardship Events & Engagement Opportunities

- **Leads Fundholder Briefings and Webinars including:**
 - Educational, issue-based or portfolio-based briefings
 - Program, community, or grantee learning sessions
 - Virtual fundholder convenings tied to organizational campaigns or initiatives
- **Event Stewardship Ownership**
 - Determines fundholder objective and the stewardship rationale for each invitation (e.g., retention, education, activation)
 - Partners with organizational leadership in fundholder-facing roles
 - Assesses engagement outcomes and leads follow-up and next-step strategy
- **Leads Special Fundholder Events including:**
 - Curated gatherings that are fund-specific or fundholder-interest-based events
 - Leadership- or grantee-led discussions

3. Data-Informed Stewardship & Decision-Making

- Regularly reviews fundholder and grant data to identify trends, risks, and stewardship opportunities.
- Uses data to:
 - Strengthen fundholder retention and engagement strategies
 - Identify opportunities for deeper stewardship and relationship-building
 - Inform leadership decision-making and planning
 - Partners with internal teams to improve systems, processes, and data integrity related to fundholder stewardship.

4. Other duties as assigned

REQUIRED SKILLS, KNOWLEDGE, AND QUALIFICATIONS

- 5-7 years of relevant development experience, major gifts, donor advised funds experience a plus, and including staff supervision
- Experience communicating with high-level donors about their giving decisions and impact
- Proficiency in CRM tools (Foundant preferred) with external facing audiences
- Clear written and verbal communication skills with a broad range of constituents, especially for donor-focused stewardship
- Ability to work collaboratively across teams and manage multiple priorities with accuracy and care.

- Passionate about creating opportunities for Brooklyn's residents; knowledge of Brooklyn nonprofits a plus
- Commitment to racial justice, equity, and Brooklyn' diverse communities

ADDITIONAL INFORMATION

Currently full-time employees are expected to work in the BKO office located in Downtown Brooklyn Monday through Thursday with occasional events on Friday.

EQUAL EMPLOYMENT OPPORTUNITY

Brooklyn Org is an equal opportunity employer. The Organization does not engage in or tolerate discrimination on the basis of race, color, gender identity, gender expression, religion, age, sexual orientation, national or ethnic origin, disability, marital status, military veteran status or any other protected group in the locations where we work.

COMPENSATION AND BENEFITS

Brooklyn Org has a competitive and exhaustive benefits and leave plan and the salary range for this position is \$75,000 – \$85,000 dependent on the successful candidate's background and experience.

HOW TO APPLY

Please send a cover letter and resume via email to search@brooklyn.org. Please write **Donor Services Manager** in the Subject Line of your email and mention where you found this job posting.