Relationship Manager

Scope & Purpose

Mobile Loaves & Fishes (MLF) empowers communities into a lifestyle of service with the homeless. The Relationship Manager (RM) is an integral part of the relationship team, responsible for the cultivation and stewardship of major donors. With guidance from the Director of Relationships & Giving, the RM will steward donors who are committed to the ongoing support of MLF, as well as coordinate and manage capital campaigns. Our donors are invited into a deep and meaningful long-term relationship with MLF and the neighbors who call Community First! Village home. In 2017, MLF launched its Ten Year Plan to Mitigate Homelessness, which included a $60 million capital campaign to build Phases II, III and IV of Community First! Village. MLF is committed to expanding the Village to meet the needs of those who have experienced long-term homelessness in Austin.

This is a full-time, exempt position reporting to the Director of Relationships & Giving. Due to the nature and requirements of the position, hours typically include Monday to Friday with frequent nights and weekends required. The RM will office at Community First! Village located at 9301 Hog Eye Road, Austin, TX 78724.

Please email resume and cover letter to hr@mlf.org.

Duties & Responsibilities

Donor Cultivation and Stewardship
- Partner with Founder & CEO, President & Chief Goodness Officer and Director of Relationships & Giving in identification, cultivation and stewardship of major gift donors.
- Manage portfolio of major donors and prospective donors to support all areas of MLF with a focus on capital campaign donors.
- Develop and implement strategies for capital and major fundraising campaigns with major gifts team.
- Engage in goal setting, strategic planning, relationship building, campaign creation and stewardship planning.
- Work collaboratively with development and stewardship teams on donor stewardship events and cultivation activities.

Relationship Building and Management
- Invite major donors and prospects to be a part of the MLF mission and vision by hosting breakfasts, lunches and dinners.
- Coordinate with major gifts team to host and participate in tours and donor cultivation events.
- Attend local events, public speaking engagements and other external relationship-building opportunities to represent MLF.
- Engage in the creative process of campaign building including collateral and proposal preparation for capital campaigns and operating funds.
- Maintain electronic documentation including engagement activities, strategies and proactive steps in Salesforce.
- Additional tasks as assigned.
Knowledge Skills & Abilities

The successful candidate will be passionate and knowledgeable about the nonprofit/social sector and MLF’s vision, mission, core values and goals.

- Bachelor’s degree required.
- At least 5 years’ experience in fundraising. Direct major gift experience required. Capital campaign experience preferred.
- Salesforce experience a plus.
- Extensive knowledge of development operations, donor cultivation and stewardship.
- Superior communication skills with public speaking experience.
- Strong organization and project management skills.
- Ability to work in a fast-paced environment.
- Must be proficient in the use of Microsoft Office and Google Suite.
- A strong belief in the vision, mission, core values and goals of MLF. MLF is a faith-based organization with its ideals and philosophy coming directly from the Gospel of Jesus Christ.
- Enthusiastic advocate for the homeless and working poor.

MLF PURPOSE/VISION

We empower communities into a lifestyle of service with the homeless.

MLF MISSION

We provide food and clothing, cultivate community and promote dignity to our homeless brothers and sisters in need.

CORE VALUES

The vision is supported by core values centered on our belief that homelessness is the result of a profound, catastrophic loss of family:

- God, infinitely perfect and blessed in himself, in a plan of sheer goodness freely created man to make him share in his own blessed life
- By virtue of being created by God in His image, we are all called to live in community and relationship with Him through each other
- The family is the original cell of social life
- You shall love your neighbor as yourself
- All members of the human family are equal in dignity
- The Lord God took the man and settled him in the Garden of Eden to cultivate and care for it. Gen 2:15

GOALS

- Transform the way people view the stereotype of those who find themselves homeless
- To reconnect the homeless to self, family and community
- Help the chronically homeless rediscover and utilize their God-given talents to do purposeful work
- To connect human to human, heart to heart through the fellowship of food and hospitality
- Inspire people into a lifestyle of abundance by giving their best first

GUIDING PRINCIPLES

These Guiding Principles are the basis upon which MLF team members make decisions, plan strategies, and interact with each other and our community. The principles define the kind of leaders we are striving to be.
### Yes, and...Positive Attitude
- Looks for the positive in any situation
- Begins with yes, and looks for positive possibilities from a proposed idea
- Has a generally positive attitude

### Semper Gumby (flexible/adaptable)
- Adapts to big & small change well
- Can formulate alternative plans when things change
- Is teachable (learns from others) and willing to change

### Relational
- Develops numerous strong relationships with staff, neighbors & volunteers
- Shows humility in his/her servant leadership
- Looks for the good in others. Assumes the best in others intentions
- Treats others with love & respect, including when talking about them to others
- Works to proactively resolve conflict with others, goes directly to the person

### Team Player
- Puts MLF above himself/herself and his or her program
- Depends on others to help with solutions
- Brings strengths of the team together

### Communicator
- Keeps others informed of things going on in their program
- Communicates effectively to staff, neighbors & volunteers
- Resolves conflict well & in a timely manner

### Multiplier
- Delegates effectively to staff, contractors & volunteers
- Invests in developing staff, contractors & volunteers
- Empowers staff, contractors & volunteers so that their talents & ideas are unleashed

### Good Steward
- Stewards MLF physical resources (money, land, equipment, etc.) well
- Stewards MLF human resources well (staff, volunteers, donors, neighbors, & board)
- Takes care of one self physically, mentally, emotionally & spiritually

### Dependable/Accountable
- Sets reasonable deadlines & meets them consistently
- Keeps others informed if they won’t meet a deadline
- Comes on time & prepared for meetings

MLF is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.