Development and Customer Relations Manager Job Description

One Circle Foundation transforms lives through circles.

We train, consult, and equip youth serving providers to implement research-based circle program models and best practice evidence-based approaches. Girls Circle®, The Council for Boys and Young Men®, and Women’s Circle® are gender-responsive, research-based circle models that develop safe and healthy relationships, build assets, and promote authentic diverse identities and encourage one another to live authentically in mind, body, heart, and spirit.

One Circle Foundation seeks a Development and Customer Relations Manager to further our mission to promote resiliency in children and youth, families, adults, and communities by offering circle program models that create, restore, and sustain healthy relationships. One Circle Foundation recognizes that healthy relationships are the core element to a healthy individual, family, society, and world.

Position Summary

The Development and Customer Relations Manager is responsible for sales and booking trainings via responding to incoming training inquiries in addition to generating new business via booking trainings and developing new contracts with potential and existing customers. Additionally, this position will work closely with the Executive Leadership team to execute outreach and marketing strategies to new and existing customers to support growth to include supporting special events and fundraising activities.

The Development and Customer Relations Manager will report directly to the Development Director and will be responsible for the following:

Booking Trainings, Lead Generation and Account Management: (50%)

- Responding to incoming training inquiries
- Conducting new outreach to potential customers to generate new training contracts
- Maintaining and managing relationships with current and past customers to support their needs and generate future business opportunities
- Executing contracts, MOU’s, invoicing customers post-training and processing and tracking receivables
- Liaison and interface between customers and Development Director for marketing
- Liaison and interface between customers and Training Specialist for logistics
- Perform other duties as assigned by supervisor

Marketing and Outreach: (30%)

- In collaboration with Development Director, strategize, create, manage and execute marketing campaigns and promotions for trainings and curricula
- Promote OCF trainings through email campaigns and individual outreach to key contacts
- Research markets in training areas to create and execute an outreach plan, monitor registration numbers and increase outreach accordingly
- Create press releases for each training to distribute through media channels
- Distribute and post fliers for upcoming trainings and curricula sales on key websites and calendars
- Draft, design, and schedule monthly newsletters and email blasts for special events in Constant Contact
• Manage social media accounts on Facebook, Twitter and other social media outlets: draft copy, create graphics, and prepare weekly calendar for review
• Focus on engaging followers on Facebook, Twitter, and other social media outlets to ensure regular promotions of upcoming trainings, events, sales and curricula. Create and manage Facebook Event Pages
• Initiate, coordinate and maintain media sponsor relationships and ensure timely delivery of print, online and social media assets
• Support Development Director with coordinating promotional partnerships with other non-profit organizations

**Special Events: (20%)**
Support and assist Development Director in the following activities:
• Plan and execute fundraising events including pulling cultivation lists via Salesforce, assist in organizing mailings and thank you letters for donors and sponsors, assembling and distribution of sponsorship kits. Process and record contributions for all special events in Salesforce. Prepare paperwork for bookkeeper
• Track RSVPs and update guest lists for all special events, committee events and meetings
• Assist with planning and executing major donor cultivation events
• Prepare reports of final results of all events and campaigns for board and committee meetings

### Qualifications
• Bachelor’s Degree
• 3+ years of event management and marketing experience, preferably for a nonprofit organization
• Results-driven, excellent communication and writing skills and the ability to work collaboratively and nurture effective, positive working relationships with leadership team, co-workers, clients, customers, and partners
• Ability to work independently but also as part of a committed team
• Ability to meet deadlines; work well under pressure; and communicate clearly, professionally, and personably with colleagues, customers, partners, and vendors
• Computer proficiency with Microsoft Word and database management systems such as Salesforce
• Self-starter, able to show initiative, friendly, hospitable, hard-working
• Digital Marketing, Website and Online Content Management Experience
• Excellent skills with social media and other communication formats. Capacity to provide social media strategy, implementation, and oversight
• Ability to innovate, think strategically and conceptually and manage multiple projects simultaneously

In addition the ideal candidate will possess the following attributes and experience:
• Extremely high level of professionalism, collegiality, relational, self-motivating, organized
• Passionate about youth and families, healthy relationships and circle approaches
• Professional, creative, honest and trustworthy
• Flexible and able to deal effectively and politely with people from all backgrounds and in all types of difficult situations
• Ability to evaluate problems accurately and display good, sound, confidential judgment
• Motivated and flexible to change.

Compensation: $50K+, depending on experience; excellent benefits including medical, dental, paid holidays and Personal Time Off (PTO).

To apply, please email your resume and cover letter to Giovanna Taormina: giovanna@onecirclefoundation.org

One Circle Foundation recognizes the significance of diversity and the value it brings to the workplace.