



SHELTER. SUPPORT. SOLUTIONS.

Community Engagement Director Job Announcement

Position Summary

From homelessness to coming home, Pillars provides shelter, support, and solutions to address the housing needs in our community. This full-time exempt position is part of the Leadership Team of Pillars and leads the Community Engagement Team, which is responsible for connecting the resources of our community with the needs of Pillars. The Community Engagement Director is responsible for overseeing all fund development and community engagement, including volunteer coordination, event planning, grant writing and research and communication management.

Duties and Responsibilities

- Displays agency values: Respect, Collaboration, Empowerment and Grit and has passion for the mission of Pillars.
- Active member of the Pillars Leadership Team.
- Participates in monthly Board of Directors' meetings and coordinates the Board of Directors Development Committee meetings. Prepares Development Committee agenda, monthly notes and reports on fund development activity.
- Leads development of strategic fund-raising plan to meet revenue needs of Pillars. Plan includes special events, sponsorships, grant writing and individual donations.
- Leads development of a comprehensive community engagement plan for Pillars, including volunteerism and community awareness and education strategies.
- Works with the Executive Director and Board of Directors to ensure department plans are integrated with the larger Pillars strategy.
- Manages and cultivates donor relationships, including existing donors and identifying new prospects. Partners with Board members to coordinate personal engagement plans. Oversees maintenance of the in-house donor tracking system, scheduling donor visits, monthly reporting and reconciliation of donations, and annual appeal letters.
- Directly supervises the Community Engagement Team, currently consisting of 2 Full-Time Donor Engagement Managers, 1 Full-Time Volunteer Manager, and 1 FTE Events Manager; indirectly supervises volunteers. Provides leadership and professional development opportunities to guide

efforts of the team to reach established goals. Leads team by prioritizing work, making process improvements, monitoring progress, and analyzing trends.

- Responsible for external agency communications produced by the team, including annual report to the community, press releases, newsletters, social media communications and collateral materials (brochures, presentations, etc.).
- Serves as the primary point of contact for media requests, as well as external requests for speaking engagements and tours. With the Events Manager, coordinates and conducts speaking engagements and tours and tracks activities.
- Prepares annual budget and assists with periodic reconciliation and audit processes related to community engagement activities.
- Recommends process improvements to the Executive Director.

Core Competencies

- Confidentiality - Ability to maintain confidential information and safeguard the security of information of Pillars and our clients. Keep private information from unauthorized individuals, either within Pillars or others outside the organization.
- Problem-Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Works well in group problem-solving situation; remains calm when dealing with emotional topics.
- Teamwork – Balances team and individual responsibilities. Gives and welcomes feedback; contributes to building a positive team spirit.
- Building Relationships – Demonstrates exceptional relationship-building ability with donors and potential donors, volunteers, Board and Committee members, and visitors to Pillars.
- Project Management – Takes initiative to ensure projects are on track to be completed in a timely manner; demonstrates strong organizational ability; has a passion for working collaboratively with others to attain a positive outcome.

Education and/or Qualifications

- Bachelor's degree plus 5 years fund development related work experience required
- Previous management and leadership experience required
- Demonstrated success planning for and achieving revenue goals
- Excellent communication and interpersonal skills and the ability to effectively build and manage relationships
- Ability to travel locally, with access to a reliable vehicle and possess a valid Wisconsin driver's license and automobile

Compensation

The wage for this full-time position is competitive pay commensurate with experience.

Benefits include health insurance, dental insurance, vision insurance, vacation, holidays, sick leave, short & long term disability, life insurance, 401k retirement account and an Employee Assistance Plan.

To Apply

DEADLINE TO APPLY: APRIL 6, 2020 BY 8:00 AM

Send resume and cover letter to tmelzl@pillarsinc.org or mail:

Tracy Melzl, Human Resources Assistant, Pillars, Inc., 605 E Hancock Street, Appleton, WI 54911

Pillars is an Affirmative Action Equal Employment Opportunity employer committed to achieving a diverse workforce and to maintaining a community which welcomes and values a climate supporting equal opportunity and difference among its members. All qualified applicants will receive consideration for employment without regard to race, national origin, color, religion, age, genetics, sex, sexual orientation, gender identity, disability or veteran status.

03/2020