



JOB DESCRIPTION: EXTERNAL ENGAGEMENT MANAGER

Hours: Full-time; salaried; 36-hour standard work week; exempt position
Location: Onsite position at Together Center's campus in downtown Redmond
Salary Range: \$75,000-\$90,000 DOE
Benefits: Paid Time Off and Federal Holidays Paid Off
Allowance of 18% of salary per month paid by employer toward benefits, including group health, dental, vision; plus 2% of salary (above salary) toward an available retirement plan. Life insurance (25k) and long-term disability insurance paid by Together Center.

External Engagement Manager Position Overview

The External Engagement Manager takes lead responsibility for external relations; communications and messaging, including website management, social media, and public-facing messaging; annual fundraising strategy and execution, including major donor relations and solicitations; and CRM/fundraising data management. The External Engagement Manager position is multifaceted, interesting, and challenging. It requires excellent client service, problem-solving, writing and communication skills, as well as fundraising strategy development and execution. External Engagement Manager is also cross-trained to help support Together Center's daily operations, specifically Front Desk Resource Navigation, if/as needed. All Together Center team members support each other and the community, jumping in where needed to serve the users of our human-centered facility. As such, all Together Center roles are based onsite.

Primary Duties & Job Responsibilities

External Relations

- develop and implement external relations and engagement strategies with key stakeholders and constituencies
- lead development and all planning and logistics (with support from team) of at least one large annual community and donor cultivation event to highlight Together Center's (TC's) unique model and wide-ranging partners
- monitor and help shape external perceptions of the organization
- manage external communications including newsletters, website, media relations, social media strategy and postings, and promotional and event-related materials as needed
- identify places and events where Together Center should be present in the community
- represent and present about the organization at external events as appropriate
- host groups onsite for informational/educational tours

- manage content creation and editorial calendar for media outlets and social media, including researching, developing, writing and editing across mediums, message development and creative message management

Fundraising

- in coordination with CEO, develop and implement annual fundraising strategy to secure budgeted/needed levels of private philanthropic funds
- make appointments, build relationships and make direct asks of major donors for single and multi-year commitments as outlined in annual fundraising strategy
- track, invoice and manage collection of multi-year commitments
- develop and implement donor cultivation and stewardship strategies
- maintain and keep updated all donor data in CRM database
- write funding/grant proposals as needed and submit per requirements
- write grant reports and deliver in timely fashion as required by grant agreements
- research prospective donors and strategize with CEO on outreach/engagement
- craft strong fundraising messaging
- write and organize annual fundraising appeals to all donors and prospects
- organize donor engagement events as needed

Communications & Technology

- maintain and update Together Center's website (using WordPress & BeaverBuilder)
- maintain and execute communications and events schedule for Alliance of Eastside Agencies (AEA), including monthly newsletter, event invitations, and AEA website
- plan, create and distribute Together Center's print and email newsletters and other communication tools to engage diverse stakeholders throughout the year with Together Center programs and services
- responsible for CRM/fundraising database management, including accurate entry, reporting, process development and training staff team
- in coordination with CEO, compile and present data and evaluation metrics to demonstrate Together Center's impact in the community
- in coordination with Operations & Events Coordinator, maintain events calendar and ensure public access to appropriate onsite event information
- maintain excellent, organized digital files

CRM & Data Management

- lead CRM/donor database conversion from existing database to new platform, with support and consultation from Community Manager, Operations & Events Coordinator, and CEO
- handle CRM data management and report production as needed, with support from Communications & Fundraising Assistant (once new Assistant position is launched and hired)
 - update e-mail, mailing, and donor lists in CRM database
 - produce and send thank you letters and receipts to donors in a timely manner
 - generate materials for funders and fundraising efforts
 - generate reports to keep CEO and Board informed of fundraising status

Supervise

- manage Communications & Events Assistant including goal setting, annual review process, consistent feedback and mentoring (once new Assistant position is launched and hired in 2024)

Other Duties as Assigned

- Cross train with Community Manager on Front Desk Resource Navigation to be able to cover front desk for breaks, vacations, sick time. This includes building knowledge of local resources

and providing compassionate customer service to community members in need. Training will be provided.

- work with small team to deliver outstanding client service and maintain a clean, efficient, safe, well-run campus for nonprofits
- “can-do,” problem-solving, team approach and sense of humor is required

Physical Demands

- ability to move, bend and lift up to 30 lbs
- ability to move furnishings on wheels, and move collapsible, acoustic divider walls
- ability to move throughout the two-building campus
- ability to work at a desk and with computer equipment such as keyboard and mouse

Qualifications (Required & Preferred)

Commitment to Mission: A strong desire to better the Greater Eastside for all people is required, as is a willingness to undertake ongoing learning about Eastside nonprofit programs and their clients.

Independent Management Skills: The ability to work independently on multiple projects, both ongoing and time-specific, is critical.

Fundraising & Organizational Communication Skills: A track record in fundraising is required. Preferred candidates will have 5-7 years of communications and/or fundraising experience, including relationship building with major donors. The ability to maintain confidentiality with regard to clients and donors is required.

Personal Communication skills: Candidates must be able to work as a member of a team and foster collaboration. Effective writing, speaking and presenting skills are required. Preferred candidates will bring public speaking skills, message crafting, design skills, and/or experience working with volunteer boards or committees.

Client Service Skills: Excellent listening skills and ability to respond appropriately to all manner of customers and donors is required, as is an ability to communicate compassion and maintain clear boundaries. Preferred candidates will have experience with human service organizations and their client bases.

Technology Skills: Knowledge and ease in the use of Microsoft Office and donor management software is required. Preferred candidates will have familiarity with web-based and social networking communication tools.

Education: Preferred candidates will have a Bachelor’s degree or commensurate experience, as well as knowledge of the nonprofit sector with focus on fundraising and/or communications.

Reports to: The External Engagement Manager reports to the CEO.

Together Center values a diverse workplace and strongly encourages women, people of color, LGBTQ+ individuals, people with disabilities, foreign-born residents, and veterans to apply. Together Center is an equal opportunity employer. Applicants will not be discriminated against because of race, color, creed, sex, sexual orientation, gender identity or expression, age, religion, national origin, citizenship status, disability, ancestry, marital status, veteran status, medical condition or any protected category prohibited by local, state or federal laws.