

Service Leader: General Development

Position Profile

The Opportunity

Benefactor Group is looking for an experienced, dynamic fundraising leader to drive the vision and growth for our General Development Service line. You will have the opportunity to work with amazing clients who are changing the world as well as work with some of the smartest, most collegial, dynamic, and fun people in the business.

The purpose of the General Development service line is to help our clients raise more money to serve their missions. We do that by offering the following services.

- Development/advancement audits
- Fundraising strategy and plans
- The Donor Retention Project
- Fundraising Maturity Model
- Digital assessments and strategy
- Training and coaching

The next General Development Service Leader will have deep and diverse fundraising experience and embody Benefactor Group's "geek factor" with their commitment to data-driven strategy. You will have the opportunity to be entrepreneurial in how to expand and shape the practice, while benefitting from the firm's national reputation, network, and strong infrastructure to support your work.

About Benefactor Group

Established in 1999, Benefactor Group has won a reputation for innovative consulting and management services that build the capacity of nonprofit organizations; plan for and support capital, endowment, and comprehensive campaigns; and develop staff and volunteer leadership. Benefactor Group has designed and implemented dozens of fundraising studies with organizations of all sizes and complexity in arts and culture, education, health and human services, conservation, civic affairs, and faith communities.

Our staff of 19 professionals includes members of the Council for Advancement and Support of Education, Association of Fundraising Professionals, Association for Healthcare Philanthropy, Partnership for Philanthropic Planning, *Giving USA* Editorial Review Board, Nonprofit Technology Network, Association of Advancement Services Professionals, Network of Nonprofit Search Consultants, Alliance for Nonprofit Management, Association of Donor Relations Professionals, and American Alliance of Museums. Our staff includes award winners, national thought leaders, and published authors. Benefactor Group is also a member of the Giving Institute, a consortium of the nation's leading philanthropic consulting firms.

We serve clients at home and around the world, and our access to human resources, research and reference materials, technology, and professional networks is tailored to meet each client's particular needs. We strive to nurture mutually rewarding relationships, **servicing those who serve the common good**®.

Our Values

These values define the core aspects of what it means to work at Benefactor Group.

- **Our name is on it.** Benefactor Group expects and encourages high performance. We are serious about our work. It reflects who we are. It reflects who you are.
- **Geek factor.** We are curious. We are excited to learn. We don't leave well enough alone. We tweak, revisit, and improve; or sometimes, discover that the original approach is best.
- **True to self.** While our values unite us, we do not all fit the same mold—and we celebrate our diversity. An effective team includes analysts, creatives, idealists, pragmatists, extroverts, and introverts. People do their best work when they present their true selves.
- **Abundance.** We are confident that we and our clients can succeed. We build on what is strong—appreciation, gratitude, positivity—because organizations change in the direction they inquire.

Being a Service Leader

As a *Service Leader*, you play one of the most important roles at Benefactor Group. Service Leaders have six responsibilities.

1. Be a subject-matter expert
2. Design and improve consulting methodology
3. Lead, manage, and hold project staff accountable
4. Ensure client satisfaction
5. Set and monitor yearly goals
6. Support sales and marketing

Essential Functions

Subject Matter Expertise

As a Service Leader, one of your most important functions is that of an expert. Service Leaders must:

- Maintain knowledge of current fundraising tactics and trends through self-directed professional development
- Educate colleagues

Design and Improve Methodology

Methodology encompasses the practices we use to deliver our services and solve our clients' problems. The methodology identifies the key business questions and objectives that a project must address, defines work product (e.g., analysis, reports, presentations), and the set of tasks that must be completed to deliver the project. The Service Leader is accountable for the following responsibilities.

- Document the methodology
- Regularly evaluate and improve it
- Educate colleagues

- Oversee implementation

Lead, Manage, and hold Accountable (LMA)

Leading

- Set clear expectations for your project team
- Communicate proactively
- Correct behavior that does not align with the methodology or our core values
- Recognize the contributions of your team

Managing

- Oversee project execution in your service line
- Ensure projects are in line with the methodology
- Be aware of how projects align with scope, budget, and schedule
- Coach and support your project teams

Hold Accountable

As a Service Leader, you are accountable for the quality of work performed in your service line. This means that you and your team deliver the results defined in the methodology, maintain client satisfaction, and work in accordance with our core values. Accountability is the result of effectively leading and managing. It is an important aspect of our culture and one that you, as a Service Leader, must embrace.

Client Satisfaction

Keeping clients satisfied is a key goal of a Service Leader. Gauging clients' satisfaction helps minimize or eliminate negative client experiences, and it makes our team more effective by learning what works. Specific responsibilities include the following.

- Periodically checking with clients to gauge satisfaction
- Review and react to project closure surveys
- Coach project team members

Goal Setting

The Service Leader is responsible for setting and overseeing two primary yearly goals.

- Overall service line revenue
- Project profitability

Sales and Marketing

Benefactor Group's product is our people and our expertise. As subject matter experts, Service Leaders will participate in the following activities.

- Write white papers, blog posts, research papers, proposals
- Secure opportunities and speak at webinars, conferences, and professional societies
- Network with current and prospective clients and strategic partners
- Support sales presentations

Required Functional Knowledge, Skills & Abilities

Comprehensive knowledge of nonprofit fundraising and development practices. Skill in PC software, including Microsoft Office products: Word, Excel, PowerPoint, Outlook. Ability to maintain confidential information.

Job Competencies for Success

- Action Oriented
- Communications - Verbal & Written
- Comfort with Clients & Executive Management
- Creativity
- Customer Focus
- Integrity & Trust
- Interpersonal Savvy
- Listening
- Organizing
- Planning
- Time Management
- Decision Quality
- Problem Solving
- Managing Vision and Purpose
- Motivating Others

Minimum Qualifications

Education: BA/BS in relevant field or equivalent knowledge and experience.

Experience: Ten or more years of progressive experience in fundraising, development, or leadership experience with responsibility for business planning and development.

Desirable Qualifications

Advanced degree in relevant field.

CFRE (Certified Fund Raising Executive)

Reporting Relationship

Reports to Integrator

FLSA Status

Exempt

The Essential Job Functions; Knowledge, Skills and Abilities; Competencies are representative of the major components and requirements of the job and are not all-inclusive. Other duties are assigned on an as-needed basis and may require additional skills and competencies.

To apply or ask questions, please contact HR@benefactorgroup.com