

Position Title: Manager – Supporter Relations
Status: Full-Time
Location: New York City

Organization: American India Foundation

Mission: Founded in 2001, the American India Foundation (AIF) www.aif.org is a leading international development organization dedicated to accelerating social and economic change in India and building a lasting bridge between the US and India. By mobilizing people and resources across the United States, AIF has impacted more than 4.6 million lives in India. AIF’s initiatives center on Education, Livelihood, Public Health, Gender Focus, Relief and Rehabilitation projects in India.

Job Summary:

AIF has a range of volunteer bodies populated by senior supporters, advisors, young professionals and other strategic constituencies. These volunteer bodies support AIF in its mission to catalyze social and economic change in India and do it in a way that it builds a lasting philanthropic bridge between the US and India.

The incumbent will fuel AIF’s growth and success by ensuring that the organization has a stable network of donors, supporters, and champions. The candidate is responsible for managing an exciting program supporting AIF’s work to build a diverse movement of volunteer leaders. The incumbent will work closely with the CEO, COO and the Board members to support, energize and optimize the respective roles of these volunteer bodies. This strategic, organization-wide role will add value to the development/fundraising efforts of AIF by serving the needs, interests and expectations of volunteers.

Manager – Supporter Relations will work on all Board and Board Committee related matters and will also be responsible for supporting all the volunteer bodies– Founders’ Circle, National Leadership Council, Council of Advisors, Young Professionals, Youth Advisory Councils and the Circle of Hope. The incumbent will serve as staff liaison for the Governance committee of the Board and will also work actively on supporter engagement and coordination of leadership and other mission trips to India. This position will also work as a back-up for Human Resources and Administration functions as needed.

The successful candidate will have demonstrated knowledge of fundraising principles and strong relationship-building skills to support cross-team partnerships within AIF, as well as with external facing partners and donors. This candidate will have excellent verbal communications skills to convey information accurately and interact effectively and diplomatically with volunteers/donors, and superior writing skills to compose compelling stories that incorporate multiple inputs, and drafting a variety of business correspondence in different mediums (e.g. Microsoft Word, PowerPoint). The successful candidate will also have a demonstrated track record of excellent project management, strong organizational skills, superior attention to detail, and ability to organize material and information in a systematic way to optimize efficiency and minimize duplication effort. Additionally, this candidate will have experience working in a fast-paced environment, juggling multiple projects with competing deadlines.

Reporting and relationships:

The Manager – Supporter Relations will report to the COO of the organization.

Essential Job Functions

- **Secretary to the AIF Board of Directors, Staff Liaison to the Governance Committee of the Board (30%)**
 - Schedule board meetings and work closely with the Co-Chairs and CEO/CFO to create an agenda, record minutes of meetings and ensure timely distribution of material and ensure action items from meetings and all other board related matters are followed up.
 - Responsible for updating the Board Handbook every 6 months.
 - Work closely with the Chairs of Governance committees to create agendas, create drafts for discussion points, draft minutes, follow up and implement action items.
 - Work with the Chair of the Governance Committee to identify new board members, create board profiles for Governance Committee review.

- **Supporting various volunteer bodies (50%)**
 - Responsible for drafting/updating volunteer bodies' charters.
 - Implementing the new volunteer structure and ensure that membership lists are finalized and posted on the website and in the annual report on yearly basis.
 - Plan, organize and coordinate the Leadership and other Philanthropic Mission Trips to India; acts as the US point person for queries and payments;
 - Proactively contact supporters to assess supporter requirements, interpreting their needs and expectations. Promote and cross-sell different engagement offerings;
 - Create a client service plan and provide outstanding customer service to enhance supporter experience, strengthen the relationships that supports revenue maximization;
 - Work in partnership with Relationship Managers (RMs) to support all aspects of regional (East Coast, West Coast and India) fundraising efforts, including prospect research and strategy, follow up from funder meetings, developing proposals, and managing grants;
 - Work collaboratively with staff members across the organization to stay current on programs and to identify avenues of financial support for programs/projects;
 - Actively promote AIF at every opportunity and all channels and deepen supporter engagement;
 - Plan and organize a leadership retreat for all volunteer bodies every two years.

- **Donor Advised Funds (10%)**
 - Responsible for all Donor Advised Fund Accounts including interacting with donors and AIFT Finance staff members as and when required.
 - Ensure documentation for every donor advised account is complete and process is followed as per our legal counsel's recommendation
 - Advising donors and prospective donors on the DAF process and IRS requirements pertaining to DAFs.

➤ **Other (10%)**

- Project management of special projects for the CEO/COO, as needed;
- Work as a back-up for essential HR and Admin functions as and when needed
- Support major organization initiatives on as and when basis (especially as it relates to engagement with members of the volunteer bodies)

Key Skills, Competencies and Desired Qualifications

- A Bachelor's degree from a recognized University
- A minimum of 12-15 years of experience in a similar role with strong relationship management component.
- Strong interpersonal skills and the ability to interact with board members and senior supporters.
- Excellent writing skills.
- Ability to work in a fast paced environment and ability to multi task. Willingness to take on additional workload.
- Sound reasoning, analytical and problem solving skills.
- Ability to handle sensitive and confidential material and issues.
- Excellent organizational, communication and project management skills.

The policy of AIF is to afford equal employment opportunity for all employees, without discrimination on the basis of race, color, religion, sex, national origin, age, disability, marital status, sexual orientation, or any other characteristic protected by federal, state, or local law.

Salary and Benefits: American India Foundation offers a competitive salary and excellent benefits. The individual will have opportunities to learn all aspects of a non- profit organization.

HOW TO APPLY

Applicants **MUST** be eligible to legally work in the United States of America.

Please send your resume and cover letter to: ny@aif.org

Due to the potential volume of responses, only candidates selected for an interview will be contacted.