



NATIONAL 4-H COUNCIL

Account Manager, Corporate & Foundation POSITION DESCRIPTION

Mission

For more than 100 years, 4-H has stood behind the idea that youth is the single strongest catalyst for change. What began as a way to give rural youth new agricultural skills, today has grown into a global organization that teaches kids life skills.

4-H is dedicated to helping youth step up to the challenges in a complex and changing world. 4-H is helping cultivate the next generation of leaders and tackling challenges such as the shortage of skilled professionals, maintaining our global competitiveness, encouraging civic involvement, and becoming a healthier society.

Position Summary:

We are seeking an experienced Account Manager with proven experience managing donor relationships to join our talented team. This role will combine donor stewardship and project management and provide high-level customer service to 4-H stakeholders. The person in this role ensures donor satisfaction and grantee success through effective project management, fiscal management, budget management and superior customer service and will need a track record of success in grant retention and renewal. Additionally, we seek someone who has a passion for programs related to our mission. The responsibilities of this position include managing donor relationships for existing accounts and contributing to donor proposals; communicating funding opportunities and donor expectations to 4-H stakeholders and ensuring fulfillment of assets and acknowledgements as described in the Letters of Agreement; and managing RFP's/RFA's and contracting processes and overseeing the solicitation, review, and selection process for grantees and contractors. Additional responsibilities include serving as primary contact with field and donors for reports and monitoring field activity via reports. Extensive experience working in multiple, cross functional internal and external teams. Proficiency with WebGrants, Raiser's Edge, SharePoint and the ability to search in MAS500 is highly desired.

Responsibilities

Donor Stewardship

- In partnership with the Development Director, steward national corporate donors.
- Manage donor relationships for existing accounts in the portfolio.
- Contribute to donor proposals and other written cultivation materials.
- Develop formal performance reports for each assigned account at least annually and according to donor requirements in support of donor stewardship.

National 4-H is an Equal Opportunity/Affirmative Action employer.

Customer Service

- Serve as internal partnership liaison to optimize quality of service, partner ROI, and customer satisfaction; primary post-sales contact who operates in close alignment with staff primary to ensure high renewal rates and in identifying new revenue opportunities to maximize partnerships.
- Communicate funding opportunities and donor expectations to 4-H stakeholders nationwide.
- Ensure fulfillment of assets and acknowledgments as described in partners' Letters of Agreement
- Communicate partner program updates and program performance both internally and externally in regular donor calls and meetings as well as in formal donor mid-term and final reports.
- Lead regular meetings with 4-H stakeholders to ensure that donor expectations are met consistently and troubleshoot issues as necessary.

Manage Full Grants Cycle

- Manage RFP's/RFA's and contracting processes to gain field participation in funded projects and programs.
- Draft RFP's/RFA's and oversee the solicitation, review and selection process for grantees and contractors.
- Ensuring correct scopes of work are created for all grant agreements and contracts are provided to Purchasing and Contracts Manager (PCM) to create legal documents. Facilitate contract execution and payments as agreed upon.
- Serve as a member of the donor proposal development project team, operating in close alignment with Development Director, to develop, administer and execute a project plan for each assigned Grant account that will ensure all donor and Council deliverables are met.
- Serve as primary contact for any grant administration issues, directly accountable for resolution; prompt response to internal and external customer needs is paramount.

Program Monitoring & Grant Compliance

- Serve as primary contact with field and donors for reports. Monitor field activity via reports and frequent contact; lead development of reporting templates; provide training to field staff as necessary in reporting and evaluation procedures; develop and deliver formal donor reports for each assigned account.
- Regularly monitor budgeted project spending and ensure achievement of Indirect Cost Recovery projections for each account managed.
- Assure fiscal integrity of program operation and timely spending of pass-through dollars to ensure implementation of the program meets donor expectations.
- Conduct site visits to monitor grant administration and financial operations.
- Coordinate budget work with Accounting department colleagues.
- Track essential metrics for each grant including the number of youth reached through 4-H Positive Youth Development.
- Develop proficiency in using WebGrants, Raisers Edge, Sharepoint, and searching in MAS500 for program reporting.

Qualifications

- Bachelor's degree in business, marketing, communications or related field, or equivalent experience.
- Minimum five to seven years' experience in fundraising, sponsor relations, account management, event planning and project management and internal cross function teams.
- Experience should include account management, budget management or project management in the non- or for-profit industry.

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- Must have strong written, verbal and interpersonal communication skills.
- Proficiency in MS Office applications (Word, Excel, PowerPoint and Outlook).
- Able to perform in a team-oriented environment.
- Strong organizational skills and the ability to prioritize.
- Strong communication and leadership skills.

ADA Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

For Administrative & Office Associates:

- This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.
- This is largely a sedentary role; however, some filing is required.
- This would require the ability to lift files, open filing cabinets and bend or stand as necessary.
- Basic math skills needed to calculate formulas, commissions, discounts, etc.
- Must be able to lift up to 10 pounds.

Travel Requirements:

Travel may be necessary, up to 20% of the time (local, regional, national, international). Would require travel by air, car, rail.