



Manager of Individual Giving

ABOUT THE PSPCA: Founded in 1867, the Pennsylvania SPCA (PSPCA) is the Commonwealth's first animal welfare organization and a trusted leader nationally in protecting animals, preventing cruelty, and improving the health and quality of life for animals. With four physical locations, a robust Animal Law Enforcement program, shelter medicine, adoption services, and community-based outreach, the PSPCA is both a frontline responder and a long-term advocate for animal welfare.

POSITION SUMMARY: Behind every rescue, every Animal Law Enforcement investigation, and every patient treated in our hospitals and community clinics is a community of donors who make this work possible. The Manager of Individual Giving serves as a key architect of that community by cultivating authentic relationships with individual donors and prospective supporters, elevating philanthropic commitment, and ensuring donors are powerfully connected to the Pennsylvania SPCA's mission.

Managing an assigned portfolio of donors and prospects, this position develops and executes personalized cultivation, solicitation, stewardship, and engagement strategies designed to strengthen donor relationships, increase annual support, and build a sustainable pipeline of future major and planned giving donors. Beyond portfolio management, this role provides strategic leadership for the organization's individual giving program, helping shape donor communications, segmentation strategies, stewardship initiatives, and multi-channel fundraising efforts that strengthen engagement across the annual fund.

This is a highly relationship-driven fundraising role that balances strategic thinking with personal engagement. The ideal candidate is energized by meeting people, listening well, asking for support with confidence, and connecting donors to the people, programs, and impact that define the Pennsylvania SPCA. Working collaboratively across the organization, this position creates exceptional donor experiences that inspire long-term loyalty, deepen philanthropic investment, and strengthen a culture of philanthropy.

KEY RESPONSIBILITIES

Portfolio Management & Philanthropic Engagement

- Manage and strategically grow an assigned portfolio of individual donors and prospective supporters through personalized cultivation, solicitation, stewardship, and engagement strategies
- Build authentic relationships that deepen donors' connection to the Pennsylvania SPCA while increasing philanthropic investment and long-term engagement
- Qualify prospective donors and develop thoughtful engagement strategies that identify opportunities for deeper involvement
- Personally solicit annual and leadership annual gifts through face-to-face meetings, virtual meetings, written proposals, and other individualized fundraising strategies
- Guide donors through a thoughtful engagement journey that encourages continued investment, long-term loyalty, and future major and planned giving opportunities
- Deliver exceptional stewardship that demonstrates the impact of philanthropy and reinforces each donor's role in advancing the mission
- Serve as an ambassador for the Pennsylvania SPCA by welcoming donors to our four sites (Erie Ave. headquarters, Main Line Animal Rescue, and our Lancaster and Danville locations), facilitating tours, introducing supporters to programs and staff, and creating opportunities for meaningful connection to our work
- Identify planned giving opportunities and partner with appropriate colleagues to ensure coordinated cultivation and stewardship
- Maintain accurate donor records, engagement strategies, and next steps within the organization's donor database

Strategy, Performance & Organizational Partnership

- Monitor portfolio performance and leverage data, donor insights, and fundraising trends to strengthen strategy and maximize results
- Track and report on key performance indicators including donor retention, donor upgrades, portfolio movement, personal outreach, revenue, and overall portfolio performance
- Partner with Development leadership to establish goals, evaluate outcomes, and identify opportunities for continuous revenue growth
- Collaborate across departments to connect donors with the mission and create exceptional philanthropic experiences
- Represent the Pennsylvania SPCA professionally at meetings and events
- Perform other duties as assigned

Individual Giving Strategy & Donor Communications

- Help lead the continued growth of the Pennsylvania SPCA's individual giving program through thoughtful strategy, innovation, and execution
- Partner with staff across the organization to develop donor communications, stewardship initiatives, segmentation strategies, and multi-channel fundraising campaigns
- Evaluate the donor journey and recommend opportunities to strengthen acquisition, retention, renewal, upgrades, and overall donor engagement
- Develop compelling fundraising and stewardship communications that connect donors to the impact of their generosity
- Analyze giving trends and donor behavior to inform strategy and improve fundraising performance

QUALIFICATIONS & EXPERIENCE

- Bachelor's degree or an equivalent combination of education and relevant professional experience
- Three to five years of progressively responsible experience in fundraising, nonprofit development, sales, or relationship management, with demonstrated success cultivating relationships and personally soliciting charitable gifts
- Experience managing a donor portfolio, qualifying prospects, and applying relationship-based fundraising principles is strongly preferred
- Experience with donor database and CRM systems is required; experience with Blackbaud Raiser's Edge NXT is preferred
- Exceptional written and verbal communication skills with the ability to build trust and credibility with a wide range of constituents
- Passion for the mission of the Pennsylvania SPCA and a genuine commitment to advancing animal welfare through philanthropy
- Exceptional relationship-building and interpersonal skills with the ability to cultivate trust and inspire generosity
- Confidence and skill in making face-to-face fundraising solicitations and leading meaningful philanthropic conversations
- Strategic thinker with the ability to balance relationship management, fundraising strategy, and data-informed decision-making
- Strong organizational and project management skills with exceptional attention to detail
- Excellent written, verbal, and presentation skills
- Sound judgment, professionalism, discretion, and the ability to handle confidential information appropriately

- Collaborative, proactive, and committed to advancing a culture of philanthropy across the organization
- Proficiency with Google Suite and Microsoft Office Suite
- Ability to work evenings and weekends in support of donor engagement and special events
- Valid driver's license and reliable transportation preferred

Reports to: Vice President of Development

Location: Hybrid, with in-person primarily at our headquarters in Philadelphia, three days a week, and regular travel to our sites in Phoenixville, Lancaster, and Danville, PA.