



Job Title: Individual Giving Manager

Reports to: Development Director

Location: Atlanta, GA

Salary: \$70,000-\$80,000

Benefits: Paid holidays, Health Insurance, PTO, and 403(b) plan option

Job Summary:

Second Helpings Atlanta is a food rescue and hunger relief organization whose mission is to reduce hunger and food waste in the Metro Atlanta area by rescuing healthy, nutritious, surplus food and distributing it to a network of nonprofit partners with feeding outreach programs. Learn more about our work at <https://secondhelpingsatlanta.org/>.

At Second Helpings Atlanta, we value collaboration, curiosity, kindness, and impact. We are a small but mighty team that is resourceful and creative. We foster a culture where our team believes the best in others, helps each other and our community even when we don't have to, and feels energized to solve problems (and has fun while doing it!).

The Individual Giving Manager is responsible for cultivating, soliciting, and stewarding a growing portfolio of individual donors to support Second Helpings Atlanta's mission. This role plays a critical part in driving revenue from individuals through annual campaigns, recurring giving, personalized outreach, and donor engagement strategies. The Manager will oversee a portfolio of approximately 150–200 donors and prospects, with a goal of securing \$250,000 in renewed annual giving, while also generating an additional \$100,000 through new major donor relationships, one-time gifts, or planned giving opportunities from prospects in the pipeline. Working closely with the development team, this position ensures a donor-centric experience that fosters long-term support and philanthropic growth.

Position Overview:

Individual Giving Strategy & Portfolio Management

- Lead the design and execution of an Individual Giving strategy aligned with SHA's strategic goals. Establish clear financial targets and metrics to track pipeline growth and revenue.
- Collaborate with organizational leadership to embed philanthropy across all functions and foster a culture of giving.
- Build and manage a portfolio of individual prospects spanning annual, mid-level, and major gifts. Customize cultivation and solicitation plans leveraging relationship-driven outreach.
- Identify and qualify new prospects, cultivate relationships through tailored engagement, and solicit gifts in partnership with SHA leadership.
- Conduct donor research and prepare profiles, briefing materials, and call reports.
- Track donor engagement, gifts, and outreach in the CRM; ensure accurate and timely data entry.

Donor Stewardship & Campaigns

- Design and execute targeted campaigns (employee giving, email, events, digital) to acquire new donors and retain current ones.

- Reactivate lapsed individual donors through tailored outreach efforts, campaigns, and impact-driven storytelling.
- Serve as the main point of contact for all monthly giving inquiries, ensuring timely and personalized communication with current and prospective recurring donors.
- Manage the organization's relationship with direct mail vendors, including timelines, creative development, segmentation strategies, and performance analysis.
- Manage stewardship efforts—thank-you communications, impact reports, cultivation events—to build long-term donor loyalty.
- Plan and coordinate small cultivation events and donor engagement experiences.
- Collaborate with the development team to maintain a strong stewardship calendar and donor touchpoint cadence.
- Uphold SHA's brand and voice across all donor-facing communications.

Reporting & Data Management

- Efficiently handle donor acknowledgments, cultivation, and stewardship communication while overseeing, maintaining, and inputting data into SHA's fundraising database and tracking systems, including GiveSmart CRM, and managing the production of reports and dashboards for comprehensive monitoring of development activities.
- Responsible for data accuracy involving donations from all sources and accurate reporting.
- Track and analyze KPIs, including donor growth, retention, and gift levels, to inform strategic decisions.
- Compile accurate and detailed reporting for all development campaigns.
- Compile monthly development report on YTD progress.

Cross-Team Collaboration & Additional Duties

- Support the grant application process, including research, writing, and reporting.
- Collaborate closely with other departments to ensure consistent, cohesive messaging across all organizational activities.
- Represent SHA at meetings, events, and community engagements as needed.
- Ensure donor confidentiality and data security.
- Other responsibilities as they become necessary and/or are assigned.

Knowledge, Skills, and Qualifications:

- 5+ years in fundraising, with demonstrated success in individual giving, across annual to major gifts.
- Excellent written and verbal communication with emotional intelligence and donor-centric focus.
- Strong project management and organizational ability, comfortable juggling multiple priorities.
- Proficiency in CRM systems and proficiency in Google Suite and Microsoft Office.
- Experience launching or scaling individual giving programs, including pipeline-building.
- Ability to analyze data to drive strategy, measure ROI, and refine donor segmentation.
- Demonstrated ability to solicit gifts directly and close mid- to major-level prospects.
- Ability to work independently and collaboratively in a fast-paced environment.

Compensation & Considerations:

- Starting Salary is between \$70,000 - \$80,000 annually based on experience.
- Benefits include Health Insurance, PTO, and a 403b plan.
- Working hours may be Mon-Fri 8am-6pm. Weekend hours may be required periodically.
- Second Helpings Atlanta is an equal opportunity employer. We strongly value a diverse workforce and inclusive culture for all employees.
- Primary working location is 970 Jefferson St. NW, Atlanta, GA 30318. Occasional in-state travel to meetings and events.

Second Helpings Atlanta is an equal opportunity employer. We value a diverse workforce and inclusive culture. Employment decisions are made without regard to race, color, national origin, gender, sexual orientation, age, religion, disability, veteran status, or any other protected status.

To Apply

Please submit your resume and a cover letter outlining your experience and interest in the role to **HR@secondhelpings.info**. Applications will be reviewed on a rolling basis until the position is filled.