



Donor Engagement Manager

Full-Time • Exempt

Memphis, TN

Salary Range: \$50,000–\$55,000

Help Build a Stronger West Tennessee

Every year, more than 41,000 of our neighbors turn to Catholic Charities of West Tennessee for help during some of life's most difficult moments, hunger, homelessness, financial hardship, family crises, and unexpected emergencies. For nearly 55 years, Catholic Charities has been a beacon of hope for individuals and families across West Tennessee.

Behind every meal served, every family housed, every veteran supported, and every child cared for is a community of compassionate donors, volunteers, advocates, and partners who make our mission possible.

We're looking for a creative, relationship-driven, and highly motivated Donor Engagement Manager to help grow that community.

If you're passionate about building relationships, telling powerful stories, creating meaningful donor experiences, and helping people make a difference through philanthropy, this could be the opportunity you've been looking for.

This is more than a fundraising position. It's an opportunity to help shape the future of one of West Tennessee's most respected nonprofit organizations while directly impacting the lives of thousands of neighbors in need each year.

About Catholic Charities of West Tennessee

Following the teachings of Jesus Christ, we affirm the dignity of all persons and provide compassionate support to our neighbors on their path from crisis to hope.

Our vision is simple:

A strong West Tennessee where everyone has the help and support they need, where and when they need it the most.

Position Summary

The Donor Engagement Manager serves as a key member of the Development & Marketing team and is responsible for strengthening donor relationships, increasing donor retention, supporting fundraising growth, and expanding community engagement.

This position combines donor stewardship, annual giving, marketing, communications, digital engagement, storytelling, and fundraising operations into one dynamic role.

The successful candidate will help connect donors and supporters to the mission of Catholic Charities through compelling communications, strategic engagement initiatives, impactful storytelling, and exceptional stewardship experiences.

Key areas of responsibility include:

Donor Engagement & Stewardship

- Develop and implement donor stewardship strategies.
- Coordinate donor acknowledgments, impact reports, and appreciation efforts.
- Support donor retention and upgrade initiatives.
- Create meaningful donor engagement opportunities.

Fundraising Campaigns

- Support annual giving, Giving Tuesday, year-end campaigns, and monthly giving programs.
- Assist with donor segmentation and campaign planning.
- Track campaign performance and recommend improvements.

Marketing & Communications

- Create compelling content for email, social media, direct mail, web, and print.
- Gather stories, testimonials, and impact data that inspire generosity.
- Manage content calendars and help maintain brand consistency.

Digital Engagement & Analytics

- Support email marketing and online fundraising efforts.
- Monitor engagement metrics and campaign performance.
- Produce reports and dashboards to support fundraising strategy.

Events & Community Engagement

- Assist with donor cultivation events and fundraising activities.
- Support sponsorship fulfillment and donor recognition.
- Help create memorable experiences for donors, volunteers, and community partners.

What Success Looks Like

The ideal candidate:

- Takes ownership and follows through.
- Builds authentic relationships naturally.
- Enjoys storytelling and communicating impact.
- Thinks strategically while paying attention to details.
- Uses data to improve performance and results.
- Thrives in a collaborative, mission-focused environment.
- Demonstrates professionalism, integrity, and accountability.
- Is energized by helping others and advancing a meaningful mission.

Success in this role will be measured by donor engagement, donor retention, fundraising performance, stewardship effectiveness, communication quality, and overall contribution to annual fundraising goals.

Qualifications

Required

- Bachelor's degree in Marketing, Communications, Business, Nonprofit Management, Public Relations, or a related field, or equivalent professional experience.
- Experience in fundraising, donor relations, marketing, communications, sales, customer engagement, or a related field.
- Strong written, verbal, and interpersonal communication skills.
- Excellent organizational and project management abilities.
- Ability to manage multiple projects and deadlines simultaneously.
- Proficiency with Microsoft Office applications.
- Ability to work independently and collaboratively.

Preferred

- Nonprofit fundraising or advancement experience.
- Experience with donor databases and CRM systems.
- Experience with Raiser's Edge NXT, Constant Contact, Canva, Adobe Creative Suite, WordPress, or similar platforms.
- Experience writing fundraising appeals, donor communications, and impact stories.
- Graphic design and social media management experience.

Benefits

Catholic Charities of West Tennessee offers a mission-focused workplace where employees have the opportunity to make a measurable difference in the lives of individuals and families throughout our region.

Benefits include:

- Competitive salary
- Generous paid time off
- Paid holidays
- Health insurance
- Retirement benefits
- Professional development opportunities
- Flexible and collaborative work environment
- Opportunity to grow with a rapidly expanding organization
- Meaningful work that impacts more than 41,000 neighbors annually

Why Join Our Team?

Every day, our team helps individuals and families move from crisis to hope.

As Donor Engagement Manager, your work will directly support the resources needed to serve thousands of neighbors across West Tennessee. You'll help connect compassionate people to a mission that changes lives and be part of an organization entering one of the most exciting periods of growth and community impact in its history.

How to Apply

Please submit:

- Resume
- Cover Letter

Email applications to: development@ccwtn.org

Subject Line:

Donor Engagement Manager Application – [Applicant Name]

Applications will be reviewed on a rolling basis until the position is filled.

Catholic Charities of West Tennessee is an equal opportunity employer committed to building a diverse and inclusive workplace while honoring our Catholic identity and mission.