**Job Title:** Major Gifts Officer
**Reports To:** Director of Individual Giving
**Positions Supervised:** None
**Status:** Full-Time
**FLSA:** Exempt
**Hours:** 40 Hours/Week, Mon – Fri, 8:00am – 4:30pm (or as needed/required)
**Location:** Memphis, TN
**Salary Range:** $75,000 - $80,000

## Job Summary:

The Major Gifts Officer (MGO) is a key contributor to Mid-South Food Bank's individual giving strategy, responsible for cultivating, soliciting, and stewarding a portfolio of donors giving $5,000 and above. This role strengthens long-term donor relationships, identifies mid-level donors with major gift potential, and ensures personalized, high-quality engagement that advances the Food Bank's mission and revenue goals.

Working closely with the Director of Individual Giving and the Chief Development Officer, the MGO supports the execution of major gift strategies, donor segmentation, and moves management plans. The MGO collaborates with colleagues across Development, Communications, Programs, Finance, and Gift Operations to deliver compelling donor experiences, accurate reporting, and mission-driven storytelling.

## Duties & Responsibilities:

### Major Gifts Strategy & Portfolio Management

- Manage a portfolio of approximately 125-150 major gift donors and prospects giving at or with capacity to give at the $5,000+ level, ensuring consistent cultivation, solicitation, and stewardship.
- Develop individualized engagement plans using moves management principles to deepen donor commitment and increase giving.
- Prepare customized proposals, personalized communications, and tailored stewardship materials for assigned donors.
- Conduct proactive outreach to qualify mid-level donors ($1,000–$4,999) for major gift potential and move them into the pipeline.
- Support the Director of Individual Giving in executing major gift strategies, campaign initiatives, and donor engagement priorities.
- Participate in donor meetings, site visits, briefings, and special cultivation opportunities.

### Donor Segmentation & Pipeline Development

- Use donor data, wealth indicators, and giving trends to identify high-potential prospects.

- Partner with Gift Operations to ensure accurate donor coding, segmentation, and tracking within the CRM.
- Coordinate with direct response partners to understand donor behavior, identify emerging prospects, and support donor file growth.
- Contribute to monthly giving and annual giving strategies by identifying donors ready for deeper engagement.

## Stewardship & Donor Relations

- Deliver timely, personalized stewardship for all assigned donors, including impact updates, recognition, and tailored communications.
- Help build and utilize donor giving circles, affinity segments, and engagement events (e.g., monthly givers, legacy giving circle, volunteer opportunities) to cultivate and steward donors.
- Prepare briefing materials, call notes, proposals, and follow-up documentation for donor interactions.
- Ensure all donor touchpoints are recorded accurately and promptly in the CRM to support organizational data integrity.
- Support leadership and board members by preparing talking points, call plans, and stewardship materials as needed.

## Cross-Departmental Collaboration

- Work closely with Communications to align donor messaging, storytelling, and stewardship materials.
- Collaborate with Programs and Finance to gather data, outcomes, and narratives for proposals and reports.
- Assist with campaign efforts, engagement opportunities, and other fundraising initiatives as needed.
- Contribute to shared fundraising campaigns, donor events, and organizational initiatives.
- Support the CDO and Director of Individual Giving in fostering a culture of philanthropy across staff, volunteers, and board members.

## Required or Preferred Qualifications:

- Bachelor’s degree preferred.
- 3–5 years of progressive experience in nonprofit fundraising, individual giving, donor relations, or major gifts; experience with mid-level donor programs and donor qualification preferred.
- Ability to think strategically and creatively, take initiative, solve problems, and manage a donor portfolio with discipline and accountability.
- Results-oriented with strong attention to follow-through, detail, and donor experience.
- Excellent written, verbal, and interpersonal communication skills; confident relationship-builder with donors and community stakeholders.
- Proficiency in Microsoft Office Suite; experience with donor CRM systems (e.g., Raiser’s Edge NXT, Salesforce) and familiarity with digital engagement or direct response tools preferred.
- Ability to adjust to changing conditions, priorities, and donor needs in a fast-paced environment.
- Commitment to diversity, equity, inclusion, and mission-centered donor engagement.

## Additional Skills & Competencies:

- Relationship Building: Skilled at cultivating authentic, mission-centered donor relationships.
- Stewardship Excellence: Committed to delivering consistent, high-quality donor experiences.
- Storytelling: Able to communicate impact in compelling, donor-centered ways.
- Data-Informed Approach: Comfortable using data to guide segmentation, prospecting, and strategy.
- Project Management: Strong organizational skills; able to manage multiple deadlines and donor touchpoints.
- Collaboration: Works effectively across departments to support donor engagement.
- Equity & Inclusion: Demonstrates cultural competence and inclusive engagement practices.
- Mission Alignment: Demonstrates a deep commitment to the Food Bank's mission and the communities we serve.

## Work Environment:

This position operates primarily in a hybrid office environment with regular travel for donor meetings, site visits, and community engagement. Occasional evening and weekend work is required during donor events, cultivation activities, and peak fundraising seasons. The Major Gifts Officer must thrive in a fast-paced, mission-driven, and team-oriented setting and be comfortable representing the Food Bank in a variety of professional and community environments.

## ADA/ADAAA Statement:

Mid-South Food Bank is committed to equal opportunity in employment for persons with disabilities and complies with the Americans with Disabilities Act of 1990 (ADA), as amended, and any other applicable state and federal laws. Accordingly, Mid-South Food Bank does not discriminate against qualified individuals with disabilities in regard to application, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment. Moreover, it is Mid-South Food Bank's policy to provide reasonable accommodations in employment to qualified individuals with disabilities so that they can perform the essential functions of the job, unless the accommodation would impose an undue hardship on the operation of Mid-South Food Bank's business or would change the essential functions of the position. Retaliation against an individual with a disability to utilize this policy or seeking reasonable accommodation is prohibited. Individuals with any questions or requests for accommodation should contact the Human Resources Department

## Job Description Acknowledgement:

All requirements in the job description provided herein indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job competently. Job descriptions are an overview of the duties, responsibilities, and requirements of the position. Food Bank Employees may be required to perform other job-related assignments as requested.

Upon offer and acceptance of employment, the candidate will indicate their understanding of the requirements, essential functions, and duties of the position by signing a copy of this job description. The Food Bank reserves the right to make appropriate changes in this job description at management's sole discretion.

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|---|---|
| **Employee's Signature** | **Mid-South Food Bank Signature** |
| **Print Employee's Name** | **Print Mid-South Food Bank Name** |
| **Date** | **Date** |

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**Updated: 11/11/2026**