



**COLSON
CENTER**
FOR CHRISTIAN
WORLDVIEW

JOB LISTING

Title: Development Manager
Location: Colorado Springs, Colorado
Position reports to: Director of Marketing & Development
Salary range: \$75,000 - \$90,000
Date written: February 2021

This document includes:

Job announcement and context (pages 2-4)

Job description (page 5)

How to apply:

1. Visit our [Careers page](#) and use the provided form at the bottom. Cover letter must include:
 1. **QUESTION 1:** What about the Colson Center's mission and programs resonates with you?
 2. **QUESTION 2:** Describe a situation where you were at your best running a team. What worked? Why? How did it impact the people on your team? Was it sustained (and if not, what happened)? What were the measurable results?
 3. **QUESTION 3:** One of the two options below
 - i. If you have worked in Development before: tell us about the system(s) you've worked in before, and what you'd do differently if you were building one from scratch.
 - ii. If you haven't worked in Development before: tell us about a situation in which you've *mastered* something complicated on the job. (If we hired you, could you master this?)
 4. **QUESTION 4:** Do you know anyone currently working at the Colson Center who could help us get to know you a bit better?

Job announcement and context

February 2021

The Colson Center is hiring for a new position, a manager to help run our growing fundraising and donor care team.

The Development Manager works with the Marketing & Development Director, and in collaboration with his/her opposite number the Marketing Manager (more on that [below](#)), to execute creative, efficient systems and strategies to build fulfilling, long-lasting donor relationships. Duties include managing the team, improving how and from where we raise funds, and guiding project coordinators so that both our individual relationships and our aggregate engagement draw supporters deeper into a fulfilling, participatory relationship with us and our mission.

This is a behind-the-scenes position; no actual face-to-face fundraising is involved. The ideal candidate for this position is a fast learner, good listener, and judicious at balancing novelty and risk against the proven and established. He/she loves living “in the middle,” between the details and the big picture; connecting goals to actionable tasks and solutions, and optimizing processes and systems to serve people’s needs so they have the efficiency and stability to focus on the most important things. He/she knows how to manage a team ecosystem; constantly connecting and reconnecting personal growth and goals with team structures, systems, and goals for best results, and inspiring a culture of excellence and innovation at every level of the team.

We run a fundraising system that’s pretty different from most, so this position is a good fit for an experienced development professional who pays close attention to cultural trends (not just what’s always been done), or a professional from another work sphere or the for-profit sector who’s looking to apply their skill set in a faith-based context.

See further down for more about our company and team culture.

Other requirements:

1. Must live in or be willing to relocate to Colorado Springs.
2. Must be willing to sign our [Statement of Faith](#).

FAQ

About the company

At the Colson Center, we help Christians better understand and embrace God's restoration story unfolding in the world, even in the face of difficulties great and small. Our team passionately equips and trains people who want to think, love, and live like Christians. We exist to help people not only survive their circumstances but ultimately transform them, so they can care deeply about the world's needs in this time.

Our values:

1. **We believe every Christian can live like one.** "Worldview" is about understanding God's created reality better, so we can be the people God calls us to be. It's not only about thinking or politics or great deeds—with J.R.R. Tolkien's Gandalf, we believe it's also about "the small everyday deeds of ordinary folk that keep the darkness at bay."
2. **We believe truth and love go together.** God is truth and God is love, and He made us to bear His image. To that end, we believe standing up for truth (if done the right way) is an act of love for God and our neighbor, and we seek to provide a climate of intellectual hospitality in which people can experience love in their search for truth.
3. **We believe Christians should—and can—be a people of hope.** God's story never changes, even when the world around us does. We know how that story ends—and we know God has called us to be faithful in our circumstances, trusting Him with the outcome. We seek to live and work that way, so we can help others do the same.

The Marketing & Development team

The Colson Center has roughly doubled to 25 staff in the last three years. Our Marketing & Development department mostly works in our beautifully remodeled office in Colorado Springs, where over the last three years, we have repeatedly set company records and beat contemporary industry norms for donor base and budget growth, retention, and grassroots support. We're looking for someone to join a successful operation to help us evolve it to the next level.

Our programs, marketing, and fundraising have distinct but overlapping teams. We work together, off the same mission, values, playbook, and calendar, so that everything we do is telling the same story, oriented toward providing the same mission value, and built so that we can help each other. While different pieces of the puzzle require different skills, we're doing *one thing* together.

An example of how that works: we might build a monthly donor program built around a popular product, so that people who love the product can help keep it going—but at the same time, we might also build extra value into that product (like a new online course), so those people can keep growing. We don't scare people into giving; we want to build a long-term connection between what dedicated Christians value most, and what we're doing to help them. (In our experience, this leads not only to better fundraising results, but more importantly, to long-term quality relationships.)

To help us do that, we use new, beautifully designed tech tools (apps, hardware, etc.), and seek to always have processes that are just as well designed, so that the things we rely on to do our jobs are perfectly calibrated toward that end. (If they're not, we fix or replace them!) We don't struggle along with 30 year-old CRMs, waste time navigating red tape or fighting the system, or spend hours *finding* data when we could be *using* it. We believe excellence on the basics sets the stage for us to do what we're really here to do...

*The Colson Center's mission is to equip Christians to live with clarity, confidence, and courage in this cultural moment. **Our job is to help our clients to do exactly that.***



COLSONCENTER

FOR CHRISTIAN WORLDVIEW

Position Description

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POSITION SUMMARY:

The Development Manager works with the Marketing & Development Director, and in collaboration with his/her opposite number the Marketing Manager, to execute creative, efficient systems and strategies to build fulfilling, long-lasting donor relationships. Duties include managing the team, improving how and from where we raise funds, and guiding project coordinators so that both our individual relationships and our aggregate engagement draw supporters deeper into a fulfilling, participatory relationship with us and our mission.

Priority	Description of Duties	Hrs/Wk
1	Manage development staff – Responsible for the success and wellbeing of each member of our team, and its collective success achieving goals	10
1	Develop diversified and sustainable revenue streams – Collaborate with Marketing/Programs to continuously improve new donor conversion rates and grow new and sustainable support streams like our monthly donor program	5-10
2	Guide major gifts (MG) systems – Lead the MG team in executing and improving our relationship management, prospecting, and market development systems	5-10
2	Guide donor communications (DC) – Lead the DC team in executing and improving our donor communications; producing world-class corporate storytelling throughout the year, listening well, and building long-term donor base belief in our vision	5

Expectations

	Measures
<ul style="list-style-type: none"> Manage development staff: grow both individuals and the team in terms of capacity, success, and morale 	Team member KPIs + satisfaction rates
<ul style="list-style-type: none"> Achieve KPIs on leading indicators identified year to year (e.g. monthly donors, pre-donor opt-in conversion rates, growth of new revenue streams tied to products, etc.) 	Annual KPIs
<ul style="list-style-type: none"> Help major gifts team hit strategic targets (e.g. new donors, retention rates, market development KPIs) 	Self-explanatory
<ul style="list-style-type: none"> Improve production processes and quality so that we regularly set new standards for how well we communicate with, involve, thank, and treat our donors 	NPS* etc.

- Provide regular, actionable insights and data reporting to the Marketing & Development Manager

Self-explanatory

**We use a system called Net Promoter Score, and other benchmarks, to track how happy people are with us in various areas and the success we're having improving their lives*

Guidelines for All Employees

The Holy Bible, Employee Handbook, Statement of Beliefs/Faith

When filling this position, the Colson Center will consider the following when evaluating Applicants.

MINIMUM QUALIFICATIONS

Education, Experience, Knowledge, Competencies

Ideal candidate: The ideal candidate for this position is a fast learner, good listener, and judicious at balancing novelty and risk against the proven and established. He/she loves living "in the middle," between the details and the big picture; connecting goals to actionable tasks and solutions, and optimizing processes and systems to serve people's needs so they have the efficiency and stability to focus on the most important things. He/she knows how to manage a team ecosystem; constantly connecting and reconnecting personal growth and goals with team structures, systems, and goals for best results, and inspiring a culture of excellence and innovation at every level of the team.

- **Education:** Associate's or Bachelor's
- **Work Experience:** 3-5 years' experience managing teams and projects or products; development field experience a plus but not required (we run a different system than a lot of organizations and can train)
- **Knowledge areas:** product management, team management/coaching, nonprofit development infrastructure
- **Competencies:** Management, problem-solving, process development, goal-oriented, initiative
- **Computer/Tech Skills:** Comfortable with project management tools like Asana, experience working with CRMs.
- **Physical/Other Requirements:** talking, hearing, seeing, typing.
- **Travel:** Minimal.

Position Classification: Exempt