Donor & Member Relations Manager

Miami, FL

About BTT

Bonefish & Tarpon Trust (BTT) is the science-based conservation organization dedicated to conserving bonefish, tarpon, and permit — the species, their habitats, and the larger flats fisheries they comprise — across the southeastern United States, the Gulf of Mexico, and the Caribbean. BTT pursues this mission through original research, habitat and water-quality advocacy, and education programs that engage anglers, guides, and coastal communities.

Position Summary

The Donor & Member Relations Manager is responsible for the stewardship of BTT's major donors and the day-to-day health of its membership program. The Manager ensures that every donor and member is acknowledged promptly, informed of the impact of their support, and receives the benefits and recognition to which they are entitled. Reporting to the Chief Development Officer, the position leads four functional areas — major donor stewardship, membership operations and fulfillment, donor and member communications, and database management and reporting — and partners closely with BTT's development officers and its Communications, Finance, and Science teams to strengthen retention and move supporters toward deeper engagement with BTT's mission.

Key Responsibilities

Major Donor Stewardship

- Coordinate the annual stewardship plan and calendar for BTT's major donor cohort, ensuring donors receive planned, personalized touchpoints in partnership with the Chief Development Officer and assigned relationship managers.
- Prepare personalized acknowledgments for major gifts and commitments, and coordinate supplemental thank-you calls and notes from relevant staff and organizational leadership as appropriate.
- Track multi-year pledges, gift agreements, and restricted-fund commitments; issue pledge reminders; and coordinate with Finance to ensure gifts are used and reported as the donor intended.
- Produce impact reports and manage distribution of BTT science and field reports to major donors, and timely interim updates on significant research developments.
- Assist with stewardship experiences, including virtual donor briefings, field and research site visits, and small-group events; prepare donor briefing materials for leadership in advance of meetings.
- Administer donor recognition programs, including giving societies, and ensure all stewardship activity and contact reports are recorded in Raiser's Edge.

Member Stewardship & Fulfillment

- Issue timely acknowledgment letters and tax receipts for all gifts and memberships in compliance with IRS substantiation and quid pro quo disclosure requirements.
- Serve as the primary point of contact for donor and member inquiries by phone, email, and mail regarding dues, benefits, gifts, and commitment status.
- Manage welcome communications for new members and first-time donors that introduce BTT's mission, programs, and opportunities for involvement.
- Coordinate recurring stewardship communications, including year-end giving statements, holiday greetings, and milestone and anniversary recognition.
- Maintain a consistent, donor-centric voice and brand standards across all donor and membership touchpoints, including BTT's acknowledgment letter templates.

Database Management & Reporting

- Serve as steward of donor and membership data in Raiser's Edge, maintaining gift-entry standards and consistent coding of campaigns, appeals, and funds.
- Reconcile gift and membership revenue with Finance.
- Track and report membership metrics (new, renewed, lapsed, and upgraded members; retention rate; acquisition cost) and stewardship metrics (acknowledgment turnaround, touchpoints completed, donor retention) to the Chief Development Officer.
- Prepare lists and segmentation for renewal, acquisition, and appeal campaigns, and support their execution across direct mail, email, and online channels.
- Resolve database and records issues in partnership with Development and Finance staff.
- Uphold donor privacy, confidentiality, and secure gift-processing practices, including the safe handling of payment information.

Qualifications

Required

- Bachelor's degree, or an equivalent combination of education and relevant experience.
- Minimum of three years of experience in donor relations, stewardship, or membership services within a nonprofit organization.
- Demonstrated proficiency in Blackbaud Raiser's Edge (or a comparable donor database), including gift entry, queries, and reporting, as well as Microsoft Office.
- Exceptional written and verbal communication skills, with a polished, donor-centric tone suitable for correspondence with major donors.
- Proven ability to manage multiple deadlines — stewardship calendars, renewal cycles, mailings, and fulfillment — with accuracy and follow-through.
- Sound judgment and discretion in handling confidential donor and financial information.

Preferred

- Experience supporting a major or principal gifts program, including impact reporting and pledge management.
- Experience planning donor events, site visits, or virtual engagement programs.
- Familiarity with IRS gift-substantiation requirements and nonprofit gift-processing best practices.
- Experience coordinating with a fulfillment vendor or fulfillment center.
- Experience with email marketing platforms (e.g., Constant Contact, Mailchimp) for renewal and acquisition communications.
- Knowledge of, or passion for, marine and coastal conservation, recreational fishing, or related outdoor pursuits.

Compensation & Benefits

Salary is commensurate with experience and BTT's compensation structure. BTT offers a competitive benefits package consistent with its standard employee offerings.

To Apply

Interested candidates should submit a resume, cover letter, and a writing sample (acknowledgment letter, quarterly update, etc.) to BTT's Chief Development Officer Will Johnson: will@bonefishtarpontrust.org for review. Applications will be reviewed on a rolling basis until the position is filled.

Bonefish & Tarpon Trust is an equal opportunity employer. BTT does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by applicable law.