

## Job Description

Manager  
Donor Relations & Operations- PSA  
Roman Catholic Diocese of Orange

**Position Title:** Manager, PSA

**FLSA Status:** Exempt

**Department/Program:** Office of the Pastoral Services Appeal (TBD)

**Reports To:** Chief Financial and Administrative Officer

**Supervisory Responsibility:** n/a

**Pay Range:** \$80K - \$100K Based on experience, education and qualifications.

**Primary Purpose:** To support the administration of the Pastoral Services Appeal within the Diocese of Orange

### Summary:

Under the supervision of the Chief Financial and Administrative Officer (“CFAO”), the PSA Manager is responsible for planning and coordinating all support services for the Annual Appeal for the Diocese of Orange. This role acts as the point-of-contact for all PSA-related communications and inquiries and plays a key role in implementing a systematic and integrated donor relations program.

The PSA Manager oversees the annual appeal, collaborating with the Communications and Marketing teams at the Pastoral Center.

Additionally, the Manager coordinates with the CFAO to set annual goals for each parish and the diocese, assists local sites with data input, and ensures accurate tracking of pledges and funds. This full-time senior role focuses on enhancing the annual PSA campaign, converting yearly donors to major donors, and supporting Catholic Education while maintaining minimal expenses.

### Essential Duties & Responsibilities:

- Maintain a fast-paced schedule of face-to-face visits with pastors to support their annual parish outreach campaign.
- Develop and implement strategies to grow annual revenue through direct solicitation, working with parishes to advance fundraising goals.
- Create annual campaign materials, manage the parish rebate program, and provide innovative stewardship opportunities.
- Upgrade parishes from direct mail or homily solicitation to personal solicitation.
- Maintain accurate donor communication records and collaborate with the Diocese marketing department to drive campaign results.
- Manage pledges and donations, ensuring smooth fund flow from donors to parishes and the Diocese. Reduce campaign overheads while maintaining quality.

- Assist with handling internal and external inquiries, overseeing donation data entry, and preparing reports.
- Perform administrative duties and track donor-related issues. Utilize digital marketing for donor relations and oversee department interns.
- Assist with onsite visits for consultative meetings and support efforts.

## Qualifications & Experience:

- Bachelor's Degree. An advanced degree and/or certificate in marketing, nonprofit management, administration, etc., is preferred.
- 2-3 years experience in the nonprofit field, preferably in fundraising.
- Experience working with private, family, and corporate foundations.
- Proven track record of fundraising success.
- Exceptional interpersonal, verbal, and written communication skills.
- Familiarity with financial management systems for tracking pledges through collection.
- Experience collaborating with Pastors to identify, cultivate, and solicit donors.
- Knowledge of planned giving and ability to engage in significant local travel.
- Ability to effectively interface with high-level PSA donors and senior staff members.
- Capability to manage multiple, complex fundraising activities simultaneously in a fast-paced environment.
- Proficient in Excel and Word; experience with Raiser's Edge donor database preferred.
- Proven communication skills, including writing direct mail appeals, e-appeals, websites, and social media communications.
- Experience in project management, budgeting, and event planning preferred.
- Ability to handle diverse, simultaneous tasks, meet deadlines, and ensure follow-through.
- Experience with educational organizations and knowledge of the education philanthropic community preferred.
- Passionate about the mission and goals of running an annual campaign.
- Other duties as needed

## PREFERRED:

- Church or non-profit experience.
- Practicing Roman Catholic.

## PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

- To perform duties of the job, the employee may regularly be required to stand, sit, talk, hear/listen, reach, stoop, kneel, and use hands and fingers to operate a computer, keyboard, and other office equipment. Close vision requirements apply due to the nature of computer work.

**WORK ENVIRONMENT:**

<b>Typical Working Conditions:</b>	Office environment
<b>Equipment Used:</b>	Basic computer equipment, keyboard, mouse, telephone, copier, facsimile, calculator and paper shredder.
<b>Essential Physical Tasks:</b>	Verbal communication, movement around the office, remaining stationary, reaching, and occasionally carrying materials as needed weighing up to 30 lbs.