

RESILIENCE

Empowering Survivors | Ending Sexual Violence

Engagement Manager

ORGANIZATIONAL BACKGROUND

The mission of Resilience is to end rape culture and empower sexual assault survivors through advocacy, education, and healing. Throughout Chicago, we provide nonjudgmental crisis intervention counseling, individual and group trauma therapy, medical and legal advocacy, public education, and institutional advocacy to improve the treatment of survivors, and to effect positive change in policies and public attitudes toward sexual assault. Established in 1974, Resilience serves over 2,000 survivors of sexual violence and their loved ones annually. Resilience has a main office in downtown Chicago, a community-based office in Chicago's West Side, and co-locations within partner organizations across the city.

Reports To: Director of Advancement, Marketing, & Communications

Status: Full-Time, Exempt

Salary Range: \$60,000 - \$65,000, commensurate with experience

Benefits: HMO, Dental, Vision, and Life Insurance fully covered by the employer. Generous holiday schedule and paid time off. Free onsite gym at Downtown Loop location.

Location: Hybrid (minimum 1 day per week on-site at Downtown Loop location). Additional in-person duties required at Resilience sites and partner locations.

GENERAL ROLE DESCRIPTION

The Engagement Manager (EM) is responsible for coordinating all activities related to donor cultivation and stewardship, special events, and other advancement initiatives. This position serves as the advancement team's lead for Sexual Assault Awareness Month (SAAM). The EM works closely with their supervisor, the Director of Advancement, Marketing, & Communications (DAMC), the Associate Board (AB), and others to ensure the successful implementation of advancement projects, programs, and events.

RESPONSIBILITIES

Corporate, Foundation, and Individual Giving

- Implement an impeccable donor acknowledgment process
- Assist with the creation and coordination of appeals, campaigns, mailings, and related materials

- Assist in engaging new individual, foundation, and corporate prospects
- Assist the DAMC with lapsed donor reactivation outreach
- Assist with the development and implementation of department practices, procedures, and plans
- Support the Forefront Library prospecting process
- Analyze data to create a more comprehensive prospecting plan to track, evaluate, and expand a broader demographic of donors

Special Events

- Assist with donor appreciation and fundraising events, including planning, implementations, logistics, and processing donations, sponsorships, and ticket sales
- Assist the DAMC in managing the Silent Auctions
- Assist the DAMC in planning event committee meetings and taking minutes
- Transport mail and other items for fundraisers and events to and from the Central Office

Sexual Assault Awareness Month (SAAM)

- Serve on SAAM committee and as primary liaison for the AMC team
- Create and manage SAAM promotion events calendar
- Manage registration and registration websites for SAAM events on GiveSmart
- Work with the Director of Operations to ensure that all SAAM activities and events are current on the website

Communications and Publications

- Manage the annual report, including layout, budget, design, and distribution, and serve as primary contact with the graphic designer
- Contribute to copywriting and create graphics for emails, flyers, social media, events and event websites, and other promotional materials

Associate Board Management

- Work with AB to support the creation of advertising, outreach, and promotional materials for their events and initiatives
- Create and manage AB events and fundraisers on GiveSmart
- Serve as primary staff support for all AB events, and attend orientations and meetings as needed
- Support volunteers by helping train and coach them in peer-driven fundraising activities, including house parties, storytelling events, and community-hosted gatherings
- Help activate and deploy Associate Board members and other volunteers into

fundraising, communications, research, and event-support roles

- Track and report on quarterly give/get reports for AB members, working closely with AB Treasurer

Other

- Track and report on quarterly give/get reports for the Board of Directors
- Support matching gift optimization efforts, including ensuring matching gift prompts are active across all online donation channels
- Manage peer-to-peer fundraiser campaigns, including for SAAM, including administration and reporting
- Maintain productive relationships with programs and program support teams
- Respond to general development inquiries, both via phone and email

Perform other duties as assigned to further the reputation and financial stability of Resilience.

Position Requirements

- Three or more years of experience in Customer Relations Management (CRM) administration required
- Proficiency in CRM platforms, online fundraising, email marketing software, social media, and the Microsoft Office suite
- Exceptional database management, IT, organizational, and project prioritization skills
- Experience managing logistics for events
- Experience working with boards and volunteer event committees
- Dedication to excellent customer service
- Ability to adjust priorities and manage multiple tasks while working collaboratively
- Impeccable attention to detail and ability to produce error-free work
- BA/BS (or equivalent experience) in business, nonprofit management, marketing, or similar field

Preferred Qualifications

- GiveSmart experience a plus
 - Knowledge of the Chicago philanthropic community highly desired
 - Understanding of sexual assault and violence, gender-based violence, gender issues, human rights issues, and trauma-informed approaches
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Organizational Requirements

- Exceptional executive functioning skills
 - Adaptability, conscientiousness, and reliability
 - Excellent verbal and written communication skills
 - Ability to give and receive honest, constructive feedback
 - Ability to take initiative and work independently, as well as in a team environment that includes cross-department coordination
 - Passion for Resilience's mission required
 - Flexibility to work evening and weekend hours
 - Completion of minimum 40-hours of sexual assault training within 90 days of hire
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Hybrid Work Environment

To support team collaboration and operational success, Resilience utilizes a structured hybrid work schedule requiring both in-office and/or in-person work at other locations related to your role. While we value workplace flexibility, this position requires regular availability during business hours, some evenings and weekends and is not a fully remote role. In-office and in-person schedule requirements are based on organizational need.

Background Check Requirements

Due to the nature of our funding, all staff, interns, and volunteers are required to clear a criminal background check, free of convictions related to 1) any sex offense, and 2) any offense in which the victim is, by statute, a youth, including but not limited to, child abuse and child endangerment. Additional background checks vary by position and are required for work with Chicago Public Schools and with survivors who are incarcerated. Those who do not pass these requirements are not eligible for employment.

Environmental/Physical

Due to the nature of our work, all employees have the following potential risks, which will vary depending on the role:

- Exposure to vicarious trauma
 - Exposure to environmental and/or psychological hazards on or offsite at select partner locations
 - Physical requirements may include (extended or periodic) walking, bending, reaching, sitting, and lifting
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Benefits and Perks

At Resilience, we believe caring for our team is essential to caring for our community. Eligible employees have access to a comprehensive benefits package that includes medical, dental, and vision insurance, life and disability coverage, a retirement savings plan, flexible spending accounts, and an Employee Assistance Program (EAP) offering confidential counseling and support resources. Employees also enjoy generous paid time off, including holidays, vacation, sick time, wellness time, bereavement leave, jury duty leave, and other protected leaves of absence. We have a fully-equipped fitness center onsite that offers staff a convenient way to focus on health and wellness before, during or after the workday. We are committed to supporting the health, well-being, and professional growth of our staff so they can thrive both at work and in their personal lives.

How to Apply

To apply, please complete our application here:

<https://ourresilience.bamboohr.com/careers/>

Persons of color and LGBTQ+ persons are encouraged to apply. Resilience is an equal opportunity employer and does not discriminate on the basis of race, age, sex, gender identity, gender expression, national origin, sexual orientation, or disability in its procedures and policies.

Resumes without a cover letter will not be considered. Thank you.