

JOB DESCRIPTION

Date:	October 2026
Title:	Manager, Development Communications and Stewardship
Department:	Development
Position Reports To:	Director of Philanthropy
Status:	Exempt/Full-Time

Summary:

The Manager, Development Communications and Stewardship, directs strategic donor communications and personalized donor stewardship efforts for the Development Department, including the creation of engaging written content for appeal letters, acknowledgment letters, event follow-up, sponsorship opportunities, *Points West* magazine, donor briefings, funding proposals, and other donor communications - while collaborating with the Director of Philanthropy, Leadership Gift Officer(s), and Development team on personalized stewardship plans and actions.

Job Duties:

- Manages all Development Department communications to the Center's members and donors.
- Generates original content for acknowledgment letters, appeals, and other Center publications.
- Utilizes donor database record meaningful donor interactions and complete personalized stewardship actions.
- Continuously monitors, documents, and recommends improvements for Development processes to increase donor retention and growth.
- Maintains a thorough understanding of departmental and Center funding priorities, articulating impact to current and potential supporters.
- Works with Graphics and PR & Marketing to create consistent Development Communications presence across platforms.
- Manages an annual calendar for all planned communication and stewardship efforts.
- In coordination with Accounting and Curatorial teams, manages the annual compilation and distribution of fall endowment fund reports to fund stewards.
- Manages Development Department support for *Points West* magazine, working with staff and external partners in accordance with overall Development strategy, Center needs and current funding priorities.
- Creates digital version of *Points West* magazine on Center's WordPress website and accessible via the online Member Portal.
- Utilizes a working knowledge of membership programs, special events, fundraising campaigns, donor engagement, Center website, available methods of communication and industry best practices to heighten supporter awareness of Center projects, priorities, and impact.
- Maintains appropriate and accurate departmental records.
- Verifies and updates constituent database records to reflect recent correspondence or actions.
- Informs strategy related to member/donor retention and acquisition, use of the database, and all donor stewardship efforts.

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- Exhibits a positive, professional demeanor, with careful attention to detail, propriety, and confidentiality.
- Demonstrates command of current computer technology and software, including Microsoft Office, Outlook, The Raiser's Edge, WordPress, and the internet.
- Manages multiple tasks while working within given deadlines.
- Collaborates with staff and managers within and outside the Development Department.

Competencies:

- Strong skills with Microsoft Office Suite and the Internet. Knowledge of The Raiser's Edge or other fundraising or CRM database and WordPress is preferred.
- Exceptional customer service.
- Excellent written and oral communication skills.
- Must be detail and team oriented; exercise mature judgement and discretion; and be able to maintain confidentiality.
- Professional demeanor and appearance.

Supervisory Responsibilities:

- None

Required Education and Experience:

- Bachelor's degree required.
- 3-5 years experience in a Communications, Marketing, and/or Development related field.
- Experience with a CRM/database system and/or exposure to non-profit fundraising preferred.

Other Duties:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EEO Statement:

- The Buffalo Bill Center of the West provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

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POSITION ANALYSIS/SPECIFICATIONS

	<i>N/A</i>	<i>OCCASIONAL</i>	<i>FREQUENT</i>	<i>CONSTANT</i>
Sitting				X
Standing		X		
Walking		X		
Bending Over		X		
Crawling	X			
Reaching		X		
Crouching	X			
Kneeling	X			
Balancing	X			
Pushing/Pulling		X		
Lifting/Carrying		X		
10lbs or less				
11lbs to 25lbs		X		
26lbs to 50lbs	X			
51lbs to 70lbs	X			
Manual Dexterity			X	
Fine Motor Skills				X
Gross Motor Skills		X		
Eye/Hand Coord.				X
Near Vision				X
Far Vision		X		
Color Recognition			X	
Hearing			X	

ENVIRONMENTAL FACTORS

	<i>YES</i>	<i>NO</i>	<i>Limited</i>
Working Outside		X	
Working Inside	X		
Working Alone	X		
Working Closely with Others	X		
Excessive Cold/Heat		X	
Excessive Humidity/Dampness		X	
Noise/Vibrations		X	
Working with Chemicals/Detergents/Cleaners		X	
Working Around Fumes/Smoke/Gas		X	
Walking on Uneven Surfaces		X	
Motorized Equipment or Vehicles		X	
Working with Machinery/Motorized Equip.		X	
Climbing on Scaffolds or ladders		X	

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