



ZAKAT
FOUNDATION
of AMERICA

The Leader in Empowering Lives Through Zakat

Donor Relations Manager

Job Description

The Zakat Foundation of America is an international charity organization that helps generous and caring people reach out to those in need. Our goal is to address immediate needs and ensure the self-reliance of the poorest people around the world with Zakat and Sadaqa dollar of privileged Muslims and the support of other generous donors. international relief and development organization fostering charitable giving for those in need.

The Donor Relations Manager provides leadership in strategy and direction, manages the coordinator team, and serves as the primary bridge between internal departments to ensure donor satisfaction and retention. The main task will be to build, maintain, and strengthen relationships with individual donors, foundations, and corporate partners. Through effective communication, the Donor Relations Manager will demonstrate to donors the impact of their support, which is essential for continuing ZFA's work. The Donor Relations manager will report to the Director of Programs. The ideal candidate is a seasoned and passionate professional who excels in taking initiative, donor innovation, and is committed to achieving strategic objectives that lead to the success of our organization.

Duties and Responsibilities

- Develop and implement a comprehensive donor stewardship strategy and a systematic, integrated donor relations program.
- Manage the donor relations team, including three direct reports, and set KPIs, measure donor retention and satisfaction.
- Oversee the donor acknowledgment and "thank you" process to ensure consistent gratitude and engagement.
- Build long-term relationships with existing and potential donors through targeted and personalized communication
- Coordinate with Development, Programs, Marketing, and Finance to ensure organizational alignment.
- Provide high-level administrative support to leadership, focusing on donor cultivation, and the logistics of new programs.
- Create solicitation and year-round engagement strategies to retain current donors and attract new ones.
- Act as a representative of the organization in meetings and interactions, ensuring honest and transparent dealings.
- Design, document and implement a systematic and integrated donor relations program
- Develop and implement donor relations policies and procedures
- Responsible for donor recognition events, awards, mementos and volunteer engagement opportunities

As a representative of Zakat Foundation of America, we must ensure honest, timely and responsible dealings in all meetings, interactions, travel and any other activity conducted as the ZFA. Must ensure transparency and efficient communication at all times.



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Qualifications & Experience

1. Knowledge of management principles involved in strategic planning, resource allocation, and coordination of people and resources.
2. Experience with donor software is a plus
3. Knowledge of Arabic is desired
4. Proficiency in Microsoft Office Suite is required, including Word, Excel, PowerPoint, Google Drive, Access and Outlook
5. Proven ability to cultivate, steward, and retain donors across individual, foundation, and corporate portfolios.
6. High level of coordination with Programs, Finance, and Leadership to ensure donor intent and reporting accuracy
7. Strong organizational skills with the ability to manage multiple donors, deadlines, and reporting requirements simultaneously
8. Cultural competence and emotional intelligence when engaging diverse donor communities
9. Discretion and professionalism in handling confidential donor information

Requirements

- Bachelor's Degree in the fields of communication, public relations, business administration, or non-profit management
- Master's degree preferred
- 3-5 years' experience specifically focusing on fundraising or donor stewardship
- Experience in strategic planning and resource allocation.
- Strong background in managing cross-departmental alignment.

Environment

1. Position requires frequent and regular phone and computer use.
2. Workplace is smoke-free and drug-free environment.
3. Equal opportunity employer
4. Position is in HQ office in Bridgeview, IL