



OPPORTUNITY PROFILE

For the position of:

**Production / Fulfillment Manager ~
Impact Messaging**

Dickerson, Bakker & Associates

December 2018

JOB OPENING: *Production & Fulfillment Manager, Impact Messaging*

Reports to: Senior Vice President ~ Fund Development Services

Company Profile: Dickerson, Bakker & Associates has been providing professional fundraising services to nonprofit clients for over 30 years. We have served over a thousand nonprofits across the USA as well as in Canada and overseas. Our IMPACT MESSAGING division creates and produces strategic donor communications materials and media for clients, to help increase contributions by showing donors how their giving is making a positive impact in people's lives.

Position Description: Serving as the fulcrum between client personnel, DB&A team members, free-lancers, and outside vendors, the Production & Fulfillment Manager's primary responsibility is to ensure that clients' Impact Messaging deliverables are developed and fulfilled as promised—on budget, on time and with the highest level of service and quality.

Essential Functions and Responsibilities:

- ❖ Manage internal and external production of print and digital Impact Messaging deliverables to ensure that each client's experience results in high satisfaction and a beneficial outcome.
- ❖ Manage and oversee graphic design of print materials and digital media.
- ❖ Ensure prompt and efficient information sharing while managing internal and external communications, deadlines, and requests between the client, Impact Messaging team, and vendors—from concept development through distribution/completion.
- ❖ Interact with client, Impact Messaging team, and outside vendors/suppliers to maintain a positive working relationship between everyone involved.
- ❖ Identify and resolve issues that arise in a timely, efficient, and positive manner—before they become a crisis.
- ❖ Compile and enter job information in Salesforce and Teamwork; track and monitor progress to identify process improvement & streamlining opportunities.
- ❖ Conduct data segmentation, list manipulation, addressing, and mail merges for complex campaigns. This will require communicating with both the client to acquire the information and with the vendor to ensure correct production.
- ❖ Manage quotes, procurement, and production for print and digital service items.
- ❖ Ensure prompt and accurate delivery, invoicing, and archiving of completed service item information into company data systems.
- ❖ Consistently exceed client expectations and provide superior customer service.

Qualifications:

The ideal candidate will align well with our corporate culture and core values, and will demonstrate the following skills and experience:

- ❖ Bachelor's Degree or equivalent work experience.
- ❖ Successful track record demonstrating strong organizational and project management skills.
- ❖ Proven customer service relationship skills.
- ❖ Experience excelling within fast paced, high energy, deadline-driven environments.
- ❖ Maintains and provides steadiness during stressful situations.

- ❖ Possesses the right balance of assertive determination to ensure what is promised gets done on time, and winsomeness to safeguard continuing positive working relationships.
 - ❖ Demonstrates excellent time management and multi-tasking capabilities.
 - ❖ Ideal candidate will have three-plus years of experience in print production, marketing agency, and/or direct mail lettershop, with solid understanding of the print and digital media industry.
 - ❖ Job requires a high level of technical acumen—ideally including experience working with software such as Microsoft Office, Teamwork (or other Project Management software), and Salesforce.
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DB&A CORE VALUES

- ❖ **Faith-based.** Our faith fuels our passion to do what we do. Even though we do not only serve faith-based organizations, each member of our team possesses a calling to service.
 - ❖ **True Partnership.** We are passionate about what our clients do and seek authentic personal connections with each. For us, it's all about mission and service, not a "flash and dash" sales pitch. We do what we say we're going to do, and usually even more.
 - ❖ **Relatable Expertise.** Experience matters. Each member of our team has a proven track record of achieving real success in what clients hire us to do. At the same time, while we take our work seriously, we try not to take ourselves too seriously. We love what we do and gain joy from doing it.
 - ❖ **Real Outcomes.** We are committed to achieving real measurable results with each of our clients. For most nonprofits, money is always in short supply. Our clients are typically making a big investment when they retain us and need to see a real return on our work together.
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LOCATION

This position will be office based, working regular office hours out of our company office near DFW airport, located at 702 S. Denton Tap Rd, Suite 120, Coppell, TX 75019.

For further information on this opportunity, please contact:

DICKERSON, BAKKER & ASSOCIATES LLC

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