



Assistant Director Advancement, Community Relations

Status: Full Time, Exempt

Salary: \$46,347 – \$59,700

About The Milk Bank:

The Milk Bank (TMB) is a nonprofit human milk bank dedicated to combatting infant mortality. TMB provides Pasteurized Donor Human Milk (PDHM) for premature and ill infants across the Midwest via Neonatal Intensive Care Units (NICUs), hospital inpatient units, and outpatient programs. The Milk Bank strives to ensure that every child has access to safe, life-saving human milk and is committed to helping more infants celebrate their first birthday.

Our Values & Culture:

The Milk Bank is a fiercely mission-driven organization that strives to be unwaveringly inclusive and uncompromising champions of science and safety. Each team member understands how work culture shapes daily experiences, influencing how we collaborate, communicate, and approach challenges. Successful team members value integrity, customer service, courageous communication, and have a problem-solving orientation and a positive, growth-oriented mindset.

Position Overview:

As The Milk Bank's ambassador and relationship builder, you will carry the mission into every room and conversation. Under the supervision of the Head of Advancement, this position is a relationship strategy executor responsible for building pipelines, managing portfolios, tracking touchpoints, and using data to improve the donor experience.

Stewardship and Moves Management

- Execute and monitor a comprehensive donor stewardship program in partnership with the Head of Advancement; develop and deploy timely and compelling acknowledgement strategies.
- Manage a dynamic moves management pipeline using the CRM, tracking cultivation touchpoints, next steps and relationship health; create content and opportunities for team members including Head of Advancement and CEO.
- Assist with prospect identification and research in partnership with the Head of Advancement, building a pipeline for annual giving, campaign giving, recurring giving and planned giving.
- May assist with impact reporting.

Community Building

- Build out and manage The Milk Bank’s volunteer program including recruitment, scheduling, recognition, retention, and evaluation for both on-site and off-site opportunities, as well as the speakers bureau.
- Lead and coordinate community collaboration and outreach strategies for community facing conferences, presentations, expos, and partnerships.
- Engage current and prospective partners through organization tours and other opportunities to better understand the work and impact of The Milk Bank.
- Assist with pitching or responding to media inquiries, cultivating relationships with key stakeholders; respond to award nominations and opportunities for speaking engagements or recognitions that elevate The Milk Bank’s mission.

Operations and Team Collaboration

- Communicate in alignment with accreditation and compliance standards.
- Manage public relations related budget; make recommendations for allocations according to performance and ROI.
- Assist other areas of the Advancement team as needed such as fundraising, volunteer management, community outreach, and media.

Required Professional Characteristics:

- Exceptional communication skills; ability to present confidently and accurately to diverse audiences, adjusting style, content, and level of detail as appropriate.
- Highly organized, with strong CRM discipline and comfort managing a complex, active relationship portfolio.
- Ability to navigate sensitive and emotional subject matter with grace, compassion, and professionalism.
- Comfortable managing multiple projects and deadlines with a proactive, solutions based, organized approach.
- Collaborative, feedback-receptive, and eager to grow.
- Welcomes other duties as assigned.

Experience and Education:

Bachelor's degree in public relations, nonprofit management, communications, social work, marketing, or a related field, plus 2–4 years of relevant experience in relationship management, community engagement, fundraising, sales or public affairs. Preferred experience includes CRM-based moves management, volunteer coordination and/or stewardship programs.

Salary Transparency:

In an effort to increase equity, The Milk Bank lists salary ranges. Most new hires begin at an entry salary level between starting and the 25th percentile. As salary negotiations tend to have an unfair bias, the organization does not typically participate in negotiations outside of this range. Ranges are reviewed bi-annually and benchmarked against regional salary surveys as well as living wage indicators. Salary is one element of a robust compensation philosophy.

STATUS	DATE	RESPONSIBLE
Revised	7/2026	FLK
Revised	5/2024	FLK
Original Date	03/01/2023	JS