



DEVELOPMENT COORDINATOR

PRIMARY FUNCTION/PURPOSE

The Development Coordinator is responsible for gift processing, acknowledgements, and database coordination, to provide proper stewardship of donors. The Development Coordinator provides overall support for the Development Department by participating with special appeals, community events, and managing the external United Way Campaign.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Database Management:**
 - Using the donor database, Bloomerang, record all financial and in-kind gifts, and maintain accurate donor, volunteer, and vendor records.
 - Maintain database, security, and quality controls within Bloomerang.
 - Perform weekly and monthly database upkeep as needed to ensure accurate records.
 - Generate queries, reports, lists and other data collection as needed.
 - Create monthly donor reports for team members.
 - Reconcile accounts in Bloomerang with the Accounting Department on a monthly basis.
 - Works with Accounting Department to ensure all donations are accurately documented in database on a weekly basis.
 - Generate mailing lists and information for major appeals and fundraising efforts.
 - Serves as the liaison between Bloomerang and the agency in order to coordinate database updates and additional components as they become available.
 - Maintain contact lists (including donor, volunteers, media, and others)
- **Stewardship:**
 - Prepare drafts of acknowledgement letters, and ensures letters are changed on a regular basis.
 - Prepare, mail, and record acknowledgements to donors.
 - Work with other team members to assist in the production of bulk mailings, invitations, and appeals. This includes coordinating with mail-houses as needed.
 - Provide writing and proofreading of department publications.
 - Work with the team to send approved messaging to community members and donors (such as e-blasts, special event information, etc.)

- Provides grant/donation reports to Chief Development Officer by the 5th of every month.
- Helps develop realistic goals for gift societies within the annual giving campaign.
- **Administrative:**
 - Produce correspondence and reports for the Development Department.
 - Ability to edit letters and documents before printing.
 - Maintains and updates social media accounts and portions of the agency website as directed.
 - Maintain department grant and contribution files.
 - Manage the team storage room organization.
 - Serve as the point person for IT requests, copy machine maintenance & supplies, and office supply ordering for the department.
 - Responsible for being cross-trained in and providing backup for other members of the Development Department team.
 - Adhere to the Development Department policies, especially as they relate to best practices for non-profits and donor management.
 - Ensures grant timeline and grant files are accurate, relevant, and updated regularly.
- **Special Events:**
 - Attend, assist, and participates in special events and volunteer activities as part of the team needed.
 - Coordinate the registration and payments of special events as directed.
 - Coordinate payments and event checkout procedures.
- **United Way:**
 - Compiles information and submits United Way reports as scheduled.
 - Organizes and manages the annual United Way external campaign to include the scheduling and coordination of presentations and tours to external stakeholders.
 - Participates in providing United Way tours and speeches as needed.

REQUIREMENTS

- Adheres to and carries out trauma informed-care practices as demonstrated at The Children's Shelter.
- Ability to work as a strong team member.
- Must have excellent writing and communication skills using appropriate vocabulary, grammar and language.
- Must have excellent administrative skills to include proficient use of Microsoft applications (Excel, Word, PowerPoint, Outlook, Outlook calendar, etc.) and other programs used by department team members.
- Must maintain confidentiality to data and donor information.
- Good public presence with a positive attitude toward all people.
- Development database experience desired but not required.
- Must have access to personal transportation, valid driver's license, and automobile liability insurance.
- Must pass drug and background checks.

- Bachelor's degree required.

GENERAL EXPECTATIONS

- All other duties as needed by the Development Department and agency.
- Responsible for own personal safety, co-workers, and others entering the work area.
- Must have strong organization skills and ability to manage multiple projects simultaneously.
- Must have strong administrative skills to include proficient use of Microsoft applications (Excel, Word, PowerPoint, Outlook, Outlook calendar, etc.) and other programs used by department team members.
- Have a critical eye to maintain the accuracy of all donations.
- Ability to work unsupervised, within a fast-paced environment.
- Demonstrate a strong commitment to meeting the needs of clients (children, community members, donors, and volunteers) and team members in a friendly, outgoing, and professional manner.
- Respond to customers in a timely and thorough manner, doing what is necessary to ensure customer satisfaction, and prioritizing customer's needs.
- Adheres to and carries out trauma informed-care practices as demonstrated at The Children's Shelter.
- Complete all annual mandatory training by The Children's Shelter, United Way, and other department requirements.
- Maintain membership in professional organizations such as AFP (paid for by The Children's Shelter).

DESCRIPTION OF WORK ENVIRONMENT

Work hours are 8:00 am to 5:00 pm Monday through Friday. Typical working environment is indoors. Special events and workload may dictate work hours in excess of 40 hours per week, including nights and weekends, in indoor and outdoor environments.

DESCRIPTION OF ORGANIZATIONAL RELATIONSHIPS

Supervisor: Director of Development