JOB DESCRIPTION: DONOR RELATIONS COORDINATOR

Department: Development
Reports To: Vice President of Development
Recruited By: Vice President of Development
Approved By: Vice President of Development
Organizational Unit: Headquarters
Status: Part-Time
Classification: Non-Exempt

JOB SUMMARY

The Donor Relations Coordinator is responsible for cultivation and stewardship strategies of identified annual fund donors. The Donor Relations Coordinator also assists with the planning and logistics necessary for successful special events (One More Child Celebration and Women of Compassion) and development work in order to maximize fundraising effectiveness.

ESSENTIAL DUTIES AND FUNCTIONS

1. Responsible for follow-up contact with donors and child sponsors with credit card failure in order to update payment information.
2. Responsible for carrying out cultivation and stewardship strategies developed to reach out to identified annual fund donors.
3. Pull weekly donor reports and ensure completion of the reports by the Development team.
4. Complete calls from donors desiring to make credit card gifts.
5. Participates in the development of strategies and messaging as it pertains to the One More Child Celebration, Women of Compassion and other special events that are identified.
6. Coordinates the management of special events components including website, email, mailings and social media.
7. Communicates with the Batch Coordinator and Database Manager regarding special event inquiries to ensure they are accurately recorded in Raiser’s Edge.
8. Works closely with the Volunteer Coordinator and Development officers to identify and recruit volunteers to assist with special events.
9. Identifies opportunities to promote special events to the public.
10. Coordinates with vendors and sponsors of event set up and take down arrangements.
11. Submits event payments and deposits to finance and tracks gifts for event sponsorship.
12. Develops event timelines and checklists.
13. Coordinates with Development team on special event RSVP tracking in Raiser’s Edge.
14. Assists in keeping event participants engaged and delighted.
15. Facilitates the implementation and communication with sponsor cultivation and benefits and works closely with communications on corporate sponsor recognition in events.
16. Assists in keeping donors and child sponsors engaged and delighted.
17. Arranges catering for team meetings and schedules group meetings.
18. Coordinates with Development team on cultivation reception RSVP tracking.
19. Participates in evening and weekend events and activities as required.
20. Answers incoming telephone calls to the Piper Building twice a week during the lunch hour.
21. Provides limited support services to the Development team.
22. Fills out credit card expense reports for submission for VP of Development.
23. Manages daily mail processing and post office runs.
24. Orders team postage and manages refill of postage funds and mailing systems updates.
25. Update, edit, and submit weekly top donor reports to Development team.

### MINIMUM QUALIFICATIONS

High school diploma or GED required, Associate’s or Bachelor’s degree preferred

Administrative, fundraising and/or special event experience preferred

### KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

- Ability to build effective professional working relationships internally and externally.
- Effective communication skills, both oral and written; attention to detail, and ability to multi-task, stay organized.
- Presents him or herself outside the agency in a manner in keeping with the FBCH’s core values and mission statement.
- Ability to maintain confidential information.
- Promote a team culture-lead and work as part of a team.
- Exhibit a positive attitude and have ability to handle difficult situations.
- Adept at problem solving, decision making abilities, and conflict resolution skills.
- Ability to solve daily problems by analyzing situations, determining next step and implementing.
- Ability to comprehend and process information rapidly and accurately.
- Skills in effectively organizing work, files, records, etc., to maintain efficient work flow.
- General knowledge of standard office practices and office equipment.

### SPIRITUAL QUALIFICATIONS

- Must have had a personal conversion experience with Jesus Christ and been scripturally baptized.
- Must have a sense of commitment to ministry through vocation.
- Possess a sincere desire to seek God and His kingdom.
- Demonstrate personal and devotional habits and practices such as Bible study, prayer and daily meditation.
• Accept the Baptist Faith and Message Statement (2000). Be familiar with the general theological beliefs of Southern Baptists.

• Be a member of a New Testament, evangelical Church in the local community and attend regularly.

• Engage in witness activities as a normal part of life.

**PHYSICAL DEMANDS**

These physical requirements are not exhaustive and FBCH may add additional job-related physical demands to these if the need arises. Corrective devices may be used to meet these physical requirements.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to walk and reach with hands and arms. Specific vision abilities required by this job include close vision.

This job requires the ability to work in stressful conditions from time to time and remain focused for extended periods of time. Ability to lift up to 30 pounds (boxes, documents, and or computer equipment).

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job functions are performed in a normal office environment. This position will require some travel within the region.

*I understand this job description is not intended to be an “all-inclusive” list of the requirements of this position, but to describe the general nature of the job and a reasonable representation of its activities. I also understand that additional related responsibilities may be identified by the company and listed as such in my performance appraisal.*

Print Name: _____________________  Signed: ______________________________  Dated: _____________