



## JOB DESCRIPTION DONOR RELATIONS COORDINATOR

HopeNet is a faith based nonprofit organization transforming lives through coaching and counseling. For over 25 years HopeNet has provided mental health services on a sliding scale made possible by donor support. Building on our expertise in mental health, we are expanding our impact in our community through professional coaching and training.

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| DESCRIPTION:    | Donor Relations Coordinator is the comprehensive effort of identifying and connecting philanthropic passion to organizational mission. <del>of</del> providing high-quality interactions, communications and events that foster engagement and fiscal investment. |
| POSITION GOAL:  | Identifies, cultivates, and stewards donor relationship contributions for sustainable missional effectiveness.  |
| QUALIFICATIONS: | Minimum two years of collegiate studies. Required business or development experience managing confidential information, fostering high profile relationships and project management. Proficiency in Microsoft Office 365 and Excel. Assessment required.          |
| EXPERIENCE:     | Minimum 1-year experience using Raiser's Edge software preferred.   |
| TERMS:          | Full time exempt  |
| REPORTS TO:     | Development Director  |

### RESPONSIBILITIES & KEY ACTIVITIES

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| RESPONSIBILITY 1: | <b>1. Interactions and Communications</b> <ul style="list-style-type: none"><li>1.1. Provide administrative support and communication for Development staff to interact effectively with board, donors and various departments.</li><li>1.2. Input partnership data and relationship contacts</li><li>1.3. Work with Program staff to integrate respective databases, partnership contracts and relationships</li><li>1.4. Provide reports for community relationships and communications.</li><li>1.5. Assist Communications Director with mailings.</li><li>1.6. Generate reports and create presentations as needed for community awareness trainings.</li><li>1.7. Proof-read materials: church mailings, media releases, public relations materials for staff prospecting, etc.</li></ul> |
| RESPONSIBILITY 2: | <b>2. Cultivate Relationships</b> <ul style="list-style-type: none"><li>2.1. Attend Donor Relations Committee as needed</li></ul>  |

- 2.2. Foster Docent and demiDocent membership development as HopeNet staff liaison at meetings and gatherings, sharing hope through story and resources
- 2.3. Oversee timeline and execution of fundraising strategic plan
- 2.4. Cultivate relationships with existing donors: private individuals, corporations, churches and foundations
- 2.5. Attend public functions for community awareness and support as needed
- 2.6. Maintain updates to portfolio of prospects
- 2.7. Provide tours to the public when needed
- 2.8. Help solicitors track their pipelines, open quotes, new opportunities, recent activities and lost opportunities for targeted communications.

RESPONSIBILITY 3:

**3. Donation Acknowledgement and Reporting**

- 3.1. Daily input gifts according to Raiser's Edge policy and protocols.
- 3.2. Upload fundraising contributions with online payment process.
- 3.3. Responsible for database integrity and daily operation of the database.
- 3.4. Prepare and mail donor and membership payment reminders and invoicing.
- 3.5. Track and process all payments, mailings and actions, and produce monthly reports.
- 3.6. Prepare occasional, monthly and quarterly donor acknowledgements and annual statements using Communications Director's templates for Executive Director's Assistant to proof. Then, mail.
- 3.7. Assist with development of donor lists for appeals, solicitations and other communications.
- 3.8. Maintain accurate donor and membership records (contact, relationships, marital status, salutation, etc.)
- 3.9. Maintain accurate donor and membership credit card and bank draft information.
- 3.10. Enter prospect targets and solicitors and give/get reports for current information.
- 3.11. Create and manage ongoing data hygiene processes including relationship and marital status, duplicate leads, contacts, accounts and inactive constituents, etc.
- 3.12. Input partnership and program contacts and relationship data.
- 3.13. Create reports for staff and board for targeted correspondence.

RESPONSIBILITY 4:

**4. Event Coordination**

- 4.1. Attend Event Committee as needed.
- 4.2. Provide live social media posts on demand during development events and as needed.
- 4.3. Coordinate annual fundraiser event.
- 4.4. Coordinate annual Open House event.
- 4.5. Maintain fundraiser event calendar, timeline, and logistics.
- 4.6. Provide ongoing and day of assistance for donor events, gatherings and fundraisers.
- 4.7. Assist Development Director and Executive Director with administrative communication support.

RESPONSIBILITY 5:

**5. Team Collaboration & Community Awareness**

- 5.1. Effectively communicate with staff in verbal and written forms
- 5.2. Participate in weekly team/staff meetings
- 5.3. Provide progress updates in weekly meetings with supervisor
- 5.4. Collaborate with Supervisor to develop, evaluate and implement collaborative strategies for organizational effectiveness
- 5.5. Represent HopeNet at fundraising and networking events
- 5.6. Other duties as assigned

RESPONSIBILITY 6:

**6. Mission & Ethics**

- 6.1. Represent and uphold the HopeNet mission to “Restoring dignity and hope, based on Christ’s love, by offering comprehensive and professional services.”
- 6.2. Exhibit integrity in all matters of ethics.
- 6.3. Demonstrate authentic commitment to the Biblical principles of the Christian faith.