

POSITION DESCRIPTION

Donor Relations Coordinator

Reports to: Vice President of Development

Position Status: Exempt

Supervises: No one

Effective Date: 10/26/22

GENERAL SUMMARY

Manages donor stewardship and acquisition efforts for a portfolio of \$1,000+ donors. Works closely with the VP of Development to execute donor communication and recognition plans and to support event-based fundraising. Has a direct impact on how donors perceive and interact with Northwest Kidney Centers.

DUTIES AND RESPONSIBILITIES

1. Develops and implements a cultivation and solicitation strategy for assigned donors. Works with colleagues to develop special events, marketing materials, and donor relations activities to support \$1,000+ fundraising.
2. Responsible for cultivating relationships of individual and organizational prospects at the \$1,000 level with focus on retention, recapture, and growth. This will be accomplished through on-going strategic cultivation, solicitation, and stewardship with face-to-face visits, as appropriate, for strengthening relationships.
3. Manages the RSVP process for events including monitoring the @events email address and phonenumber. Acts as a lead on registration improvements for events.
4. Provides leadership in preparation for and at development events.
 - Supports the Gala, including three weeks prior and two weeks post event, with most time (90%) being spent on related tasks. Assists in the registration process at the Gala event to make donors feel welcomed before joining the event, and to cultivate donors.
 - Assists and works with special events managers to create bidder cards, name tags, table captain packets and other required materials. Orders supplies and recruits and coordinates volunteers to prep materials for events.

- Follows up with auction bidders who have not picked up items. Schedules and coordinates winning bidders' purchased events with donors and vendors, including tours, dinner parties, cooking demonstrations, etc.
 - Manages and tracks inventory of donated auction items for special events. Labels and securely stores all items. Arranges for transportation of items and supplies to and from event venues.
 - Assists in planning and hosting donor stewardship events by mailing invitations, scheduling rooms, arranging catering, coordinating room set-up and take-down, AV requirements and other details as needed.
 - Supports the Foundation Board (all \$1,000+ donors) by reserving meeting venues, tracking RSVPs, arranging for catering and AV support, preparing meeting materials, taking attendance and re- setting rooms.
5. Supports the Foundation Board (each of them \$1,000+ donors) by engaging them throughout the year, monitoring their outstanding asks, and being a resource for them. Manages the meeting processes and communication, whether virtual or in-person.
 6. Manages donor communications and gift acknowledgements, ensuring timeliness of delivery.
 7. Maintains budget monitoring spreadsheets and tracks department expenses. Reconciles department expenditures with accounting, monthly; researches and rectifies discrepancies.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment. Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires visual acuity to read, inspect information on computer monitors, and written materials.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 10 pounds frequently. The individual in this position operates the phone, computer, copier, fax, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of donor software programs are required.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

EDUCATION AND EXPERIENCE

Bachelor's degree preferred, with two years' experience in cultivating and stewarding donors preferred. Relevant work experience may substitute for college degree. Previous experience with Raiser's Edge and auction software preferred.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL



Vice President of Development

1/4/23

Date



Vice President of Human Resources/CHRO

1/10/23

Date

