



## JOB DESCRIPTION

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**Position:** Donor Relations Coordinator  
**Department:** Development  
**Type:** Full-time/Non-Exempt  
**Reports to:** Chief Development Officer  
**Pay Range:** \$20.00 - \$22.00 per hour  
**Apply at:** <https://www.indeed.com/job/donor-relations-coordinator-a8ec1928018155f8>

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### About Food Share of Ventura County:

Food Share is Ventura County's largest hunger-relief organization feeding 250,000 people annually with a staff of 45 employees, 4,400 volunteers and a budget of \$9 million to distribute nearly 20 million pounds of food annually. The non-profit organization was founded 47 years ago and is an affiliate member of Feeding America and the California Association of Food Banks.

### Food Share Culture:

Every day, a group of talented, passionate, committed, hard-working professionals come together to work on a common goal – to lead the fight against hunger in Ventura County. Specifically, our role is to improve the lives of those in need by providing fresh, nutritious food. Named in the 2025 list of Best Places to Work by the Pacific Coast Business Times for the third year in a row, Food Share's family of hunger-relief staff and volunteers work together with compassion, commitment, and a shared belief that no one should go hungry in Ventura County.

### Job Summary:

The Donor Relations Coordinator provides overall support to Food Share's Development department while also working closely with the Finance team. This position is responsible for maintaining the organization's donor information database, and for recording donation transactions using the Customer Relationship Management System (CRM). The Donor Relations Coordinator works to ensure the timely and accurate processing of all donation transactions, preparation of donation acknowledgments, and adherence to the organization's data maintenance policies and procedures to promote integrity. This position plays a key role in



donor communication, requiring a friendly and professional demeanor for overall fundraising success.

#### **What You'll Do:**

- Maintain the overall integrity and quality of the CRM system, from online gifts, pledges, and payments received for all campaigns, events, and initiatives.
- Acquire a high-level knowledge of current donor database system (Virtuous) as well as GoFundMe Pro, the online giving platform.
- Gather data/documentation from multiple payment sources and prepare data files for import.
- Serve as liaison to CRM system and troubleshoot system problems, as needed.
- Respond to donor inquiries, via phone, email or letter, including instructions for check, credit cards, EFT, and stock gifts.
- Generate and provide data files for outside direct mail vendor and others for solicitation or suppression of donors.
- Document, review, and update SOP's (standard operating procedures) to increase efficiency and ensure data integrity.
- Establish and enhance fundraising reports to track giving levels, renewal rates, pledge collection deadlines, recurring gifts, and other data analysis.
- Coordinate with the finance team to ensure that gift data is properly coded.
- Assist Development team with fundraising projects and support as needed.
- Perform other duties as assigned.

#### **What You'll Need:**

- High School Diploma or GED
- 3-5 years of experience working in databases/fundraising software preferred.
- Proficient in Microsoft Office Suite with strong typing skills required.
- Ability to quickly learn internal CRM (Virtuous). Database management experience a plus.
- Outstanding written and verbal communication skills.
- Must be detail-oriented and able to simultaneously manage multiple projects, including the ability to manage timelines, work on multiple deadlines, take initiative, multi-task and collaborate with others to achieve goals in a busy office environment amid changing priorities to meet deadlines.
- Able to work well in a team-oriented environment as well as independently.



#### **Work Environment:**

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The job operates in a professional office environment and routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, etc.
- The noise level in the work environment is usually moderate. Employee must be able to spend time in a warehouse environment as necessary.
- In instances of a federal, state, or locally declared emergency, Food Share of Ventura County is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties outside the scope of their usual responsibilities.

#### **Employment Requirements:**

- Able to successfully pass health screenings and background checks.
- Follow Food Safety Standards throughout the organization.

#### **Additional Employee Benefits**

- Comprehensive health, dental, and vision coverage
- Group Basic Life and Accidental Death & Dismemberment insurance with 100% employer coverage
- 403(b) retirement plan
- Paid Time Off
- Holidays
- Paid Leave (Jury Duty, Bereavement, etc.)

*Food Share provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Food Share complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.*

*The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all work requirements that are inherent to the job. The job description is subject to change, and additional responsibilities may be assigned according to operational needs.*