

## **Development Coordinator, St. Mary's Food Bank**

St. Mary's Food Bank is currently seeking a Development Coordinator to assist our Development department staff in fundraising efforts through administrative responsibilities. The Development Coordinator is responsible for providing excellent customer service to current and prospective donors. Collaborate with members of the Development Department to retain and elevate donor giving.

### **Position Responsibilities:**

Be the front line for incoming phone calls and voicemails to the Development Department – provide excellent customer service, take donations, answer inquiries and record actions in donor database. Process and track acknowledgement letters for gift of/from: \$999 and below from individuals (through fulfillment company), \$1,000+ gifts from individuals (in-house), Donor Advised Funds, stock gifts, IRAs.

Maintain collateral inventory – (stationery, collateral, premium items, stamps) plus tablecloth cleaning, event supply box, postage meter. Keep storage spaces organized as part of inventory control. Need to stay well informed of donor communication strategies.

Manage expense budgets – (assist in budget preparation, code invoices, maintain budget book).

Retrieve and distribute incoming mail.

Respond to email inquiries - (remove from list, reprint ack letter, change credit card, change address).

React to returned mail – (bad addresses, deceased, forwards and mail house returns).

React to donor requests via direct mail returns (remove from list, request for information).

Resolve donation issues – (returned checks, invalid credit cards, incomplete gift information).

Volunteer Management (select project, create instructions, deliver, and review work from seven or more regular volunteers).

Assist with departmental group projects and tasks as assigned.

Assist Chief Development Officer – (donor recordkeeping).

Attend weekly Development staff meeting.

### **Qualifications:**

Possess a positive attitude and willingness to work closely with fellow staff members and volunteers.

Experience in Microsoft Office.

Possess a high level of organizational skills and ability to multi-task.

Possess a friendly demeanor to inspire donor loyalty.

Flexible and willing to acquire new or shift responsibilities and ability to adjust to the seasonal volume of responsibilities.

Experience with Raisers edge is a plus.

St. Mary's offers a generous compensation package which includes medical, dental, vision, short-term and long-term disability, 401K, PTO, employer paid life insurance, and more!

Qualified candidates are invited to submit their resume and salary requirements

to: <https://jobs.firstfoodbank.org/>