

FSL – Donor Relations Coordinator

Position Summary

The Donor Relations Coordinator fills a crucial role within FSL's growing Mission Advancement Team and is responsible for assisting with the implementation of engagement and fundraising strategies to enhance and grow revenue from donors. The primary focus of this position is to support efforts related to the acknowledgment, stewardship, recognition, and engagement of FSL's donors, specifically those who contribute less than \$1,000. In addition, ensuring the integrity and accuracy of the database information through the monitoring of data inputs and outputs, will be a key function of this role. This position reports to the Director of Development and works closely with the entire Mission Advancement team.

Essential Functions:	% of Time
<u>Database Administration</u> <ul style="list-style-type: none">• Maintains accurate and up-to-date data for all constituent records to ensure that all processing, tracking, reporting, acknowledgment of gifts, and engagement activities are executed in an accurate and timely manner.• Ensure that gifts given by check, cash, online, or through ACH are entered into the donor database and that the appropriate acknowledgement is sent within a timely manner.• Manages import and export data, global add and changes to records, gift and constituent coding, and duplicate management.• Generates donor mailing lists for both direct mail and mass email solicitations.• Creates reports to help analyze key fundraising metrics, year-over-year statistics, and the results of specific fundraising campaigns and appeals.• Analyzes gifts reports monthly to guarantee correct coding based on campaigns, funds, appeals, and approaches for each gift processed.• Reviews current systems and works with the Resource Development and Accounting teams to improve overall workflow.• Performs monthly gift reconciliation in conjunction with the Finance team.	40%
<u>Donor Relations:</u> <ul style="list-style-type: none">• Support the Resource Development team in strategizing, planning, and executing FSL's annual fundraising efforts.• Ensure that all donors giving less than \$1,000 per year are stewarded appropriately.• Manage individual donor initiatives including the new donor welcome series, giving milestones and anniversaries, and birthdays.• Steward and grow FSL's monthly giving program.	40%
<u>Administrative Support</u> <ul style="list-style-type: none">• Support event logistics for fundraising, stewardship, and cultivation events.• Provide administrative support to the Resource Development team as needed.	15%
<u>Miscellaneous</u> <ul style="list-style-type: none">• Other duties as assigned	5%

Requirements

Education & Experience, Knowledge/Understanding

- Bachelor's degree (B.A.) from a four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Previous experience utilizing donor management software.
- Nonprofit fundraising experience is required.
- Knowledge of applicable tax laws, the fundraising process, and concept of donor relations.
- Clear fingerprint background screening through the Department of Public Safety and comprehensive background clearance

Skills

- Superb verbal, written, and listening communication skills
- Excellent interpersonal skills and demeanor
- Strong customer service skills and orientation
- Effective organization and time management skills with the ability to manage multiple projects simultaneously and work in high-pressure situations
- Highly proficient in the use of Microsoft Word and Excel, including the use of document merges and file exports
- Proficient in the use of a PC in a Windows environment; in the use of the Internet; and in the use of MS Office Applications such as Outlook, Word, and Excel

Abilities

- Ability to work both independently and collaboratively as part of a team
- Ability to organize and prioritize work, be proactive, take initiative in resolving problems, and ensure appropriate follow thru occurs while simultaneously managing multiple priorities to ensure that goals are met in a timely manner
- Ability to build effective relationships and nurture partnerships with a variety of stakeholders inside and outside of the organization.
- Ability to translate between end users' needs and data output, and work cross-functionally in a small-team environment
- Ability to understand and solve problems by applying intermediate analytical skills to include collecting all the relevant information and data needed to address the problem; organizing, classifying, and synthesizing the data into fundamental issues; from the information, identifying the most probable causes of the problem; reducing the information down into manageable components; identifying the logical outcomes from the analyses of the data collected; identifying the options and solutions for addressing the problems analyzed.
- Willingness and ability to embody FSL's core values:
 - Have passion for our mission
 - Follow the golden rule
 - Do the right thing
 - Begin with a can-do attitude
 - Find a better way
 - Be your best

Physical Demands

- In the course of performing the essential duties one must be able to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects
- No substantial exposure to adverse environmental conditions (such as in a typical office or administrative work.)

Salary Range: \$52,000-\$58,000 DOE

Apply: [Donor Relations Coordinator - Career Portal \(dayforcehcm.com\)](https://dayforcehcm.com)