

**JOB TITLE:** Donor Care & Support Coordinator

**Reports to:** Regional Director – Tampa Bay and Regional Director - SWFL and Suncoast

**Supervises:** N/A

**Purpose of the Position:**

The Donor Care Coordinator provides support to the development team in the West Coast Regional offices (Tampa Bay, Sarasota, and Southwest Florida) This position is responsible for data entry/gift processing in Salesforce, creating and running reports, and assisting with various aspects of database maintenance.

**Essential Duties/Responsibilities:**

* Data entry/gift processing using Salesforce, including committing batches, adding solicitors, linking relationships, entering individual or batches of opportunities
* Build, update, and maintain donor records, ensuring all gift and constituent records are up-to-date and accurate
* Produce and mail gift acknowledgement letters in a timely manner
* Assist development team with generating reports including exporting mailing lists, pledge reminders, and maintaining database best practices
* Assist Adopt-A-Wish team with wish reports, linking donors and wishes
* Work with chapter staff to ensure communication of Salesforce process and template updates
* Assist with database training of office interns and volunteers
* Assist development team with events and other fundraising activities based on needs

**Experience & Skills:**

* Associates or bachelor’s degree preferred or equivalent combination of education, training, and experience
* 2 years’ experience in an office environment, data entry, and/or gift processing experience preferred
* Excellent computer skills including Microsoft Suite
* Knowledge of Salesforce a plus
* Excellent organizational skills and attention to detail, as well as the ability to manage time and meet deadlines
* High level of sensitivity when dealing with confidential gifts and donor information
* Must be customer-service oriented and a team player assisting staff in 3 regional offices on the West Coast of Florida
* Must be able to work evening or weekend events as needed
* Some overnight travel required
* Position to be based in Tampa Bay, Sarasota, or Southwest Florida

To apply, send resume to Taylor Marini, Regional Director, at tmarini@sfla.wish.org