

Position Title : Development Coordinator

Organization : Planned Parenthood of Central and Western New York

Salary: \$47,000 - \$54,000 annually

AFP-WNY Post Date: 2/29/24

DEADLINE TO APPLY: OPEN

Planned Parenthood of Central and Western New York (PPCWNYP) protects and provides health care and education that empowers individuals and families. With respect. Without judgment. No matter what.

Diversity and inclusion are core values and PPCWNYP strives to recruit exceptional and diverse staff. PPCWNYP strives to develop staff into leaders for a diverse and global workplace.

Position Summary

In support of PPCWNYP's mission, the **Development Coordinator** records and acknowledges all donations to PPCWNYP, provides administrative support to VP of Development, coordinates donor events and volunteers, and provides front office support to the Development department of Planned Parenthood of Central and Western NY (PPCWNYP) to ensure the ability to achieve funding goals for the good of the organization.

Essential Functions

Department Support - 25%

- Supports the planning, scheduling, materials preparation, briefings and debriefing process for donor and volunteer meetings for VP and the CEO.
- Inputs, as needed, contact reports and follow-up actions in donor database, and that follow-up action items are completed for VP
- In partnership with the Annual Fund Manager, generates outreach (letters, announcements, emails) to individual or a group of donors.
- Maintains calendar for the VP (non-donor meetings) and Development department, including events
- Reviews obituaries and business journals for donor updates.
- Informs appropriate staff persons when a major/principle donor contacts the office or has a personal update.

- Coordinates with the Executive Assistant to ensure acknowledgement of major/principle donor or volunteer change appropriately recognized (sending note and/or flowers due to death of family member, award received).
- Orders supplies for department including event collateral, letterhead, office supplies, printer ink, etc. As needed, works with Marketing department or printer, for updates to department specific materials.
- Tracks expenses using iContracts, TEAMS. Sends invoices to the finance department.
- Maintains timely and accurate rosters of department volunteer hours.

Event Support - 25%

- Coordinates donor events throughout the year, including logistical arrangements (materials to be available at event, set-up and take down), staffing, registration, and development of invitation, emailing and/or mailing invitation. Tracks RSVPs and records for upload into Raiser's Edge (RE).
- Works with Annual Fund Manager and/or host to manage event timelines and track progress.
- Writes briefing sheets and gathers talking points for cultivation, solicitation and stewardship events.
- Prepares upload for database for follow-up actions post-event.
- Stewards volunteer hosts (sending flowers and note).
- Supports third party events including coordination with department specialist and donor (group).

Customer Service Responsibilities, Donation Processing, and Gift Acknowledgement - 50%

- Provides frontline phone, post mail and email support, including answering calls and responding to voice mail, post mail, and e-mail inquiries directed to the department.
- Coordinates response emails from email solicitations and invitations.
- Updates donor and volunteer contact information.
- Organizes seven large (100+ pieces) personalized mailings to supporters including: Giving Statements, Quarterly solicitations, New Years card, and Thanksgiving card. Generating letters and/or labels and import file for RE. Utilizes volunteers as needed.

- Performs gift and data entry into Raiser's Edge including EFT, Payroll deduction, checks, credit cards, and stock. Scans all mailed donations and uploads into database.
- Creates batch reports in Raiser's Edge and prepares deposit.
- Sends accurate acknowledgement letters to donors, including honor/memorial to family, donation acknowledgements by giving society, and constituency code. Writes note of reason for personalized outreach for VP and/or CEO reference.
- Generates report for monthly birthday cards of major/principle donors for VP and CEO.
- Under direction of Annual Fund Manager, manages volunteer callers and records their activity to be uploaded into RE.
- Shows respect to all internal and external customers for differences in backgrounds, lifestyles, viewpoints and needs in areas such as race, gender, ethnicity, creed, sexual orientation and others.

Other Accountability Activities

- Participates in PPCWNY initiatives and collaborates with other departments as needed
- Performs other duties as assigned

Qualifications

Applicants must possess the following qualifications (or equivalent combination of education and experience):

Education

- Associates Degree in Business Administration, Communications, or a related field

Experience

- Minimum 2 years senior management support experience; Non-Profit or Health Care industry experience preferred.

Knowledge, Skills, & Abilities:

- Advanced Microsoft Office skills required; Microsoft teams or other project management software a plus.

- Must possess excellent and professional interpersonal skills with the ability to communicate, both verbally and in writing, with multiple stakeholders internally and externally.
- Experience managing multiple assignments/projects and conflicting priorities with the pressure of short, demanding deadlines in a fast-paced environment.
- Proactive self-starter, confident in their ability to move work forward quickly and accurately with limited direction and ability to manage-up.
- Skilled at organizing one's own work, but also understanding organizational needs of others and accommodating their needs.
- Ability to pivot with changing priorities and very flexible work-style desired.
- Proven ability to handle confidential information, documents and agency matters.
- Must be able to work a flexible schedule as needed.
- Knowledge of Raiser's Edge system or other donor database management systems preferred
- Planned Parenthood seeks candidates who have experience working with diverse racial and socio-economic populations, including African Americans, Hispanics or other racial and ethnic groups.
- A commitment to Planned Parenthood of Central and Western NY (PPCWCNY)'s mission, vision and values along with a commitment to providing services to a diverse range of clients and to the goals of PPCWCNY is essential.

Working Conditions

- Standard office environment
- May experience visual fatigue working at computer with potential extended periods of sitting
- Well-lit/ventilated

Physical Requirements

- Ability to lift 25 pounds with or without an accommodation
- Possess sufficient mobility to perform the Essential Functions listed in this Job Description with or without an accommodation
- Ability to travel to other locations as assigned

How to Apply

Visit the following link:

<https://recruiting.paylocity.com/recruiting/jobs/List/3291/Planned-Parenthood-of-Central-Western-New-York>

Planned Parenthood of Central and Western New York is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, protected veteran status, or status as a qualified individual with disability.

We are committed to workforce diversity and aspire to reflect the communities we serve. To that end, we strongly encourage people of color, LGBTQ identifying individuals, people with disabilities and other underrepresented groups to apply.