



Position Title:	Donor Engagement Specialist
Reports to:	Executive Director Nevada Health Foundation
Supervising Others (yes / no):	No
Work Location:	Carson City Administration – Second Floor
Classification (exempt /non)	Exempt
Position Description	<p>The Donor Engagement Specialist partners with the team members to coordinate development office functions as well as donor experiences that engage current and future donors with development and its mission, and creates an environment that encourages donor identification, engagement, cultivation, giving and stewardship. Duties include assisting with strategic planning, budgeting, grants, meetings, database and project management, working with the Nevada Health Foundation Board of Trustees, special events, donor mailings and corporate sponsorship solicitations.</p> <p>As a member of the development team this position is also responsible for maximizing the effectiveness of the donor database through data management, data quality, analysis and reporting. This position will be the donor database “super user” and in-house expert with a special emphasis on extracting data, and maintaining constituent records. This position will be responsible for updating constituent records on an ongoing basis to ensure accurate information.</p> <p>The position will work in a busy and fast paced and deadline driven environment. The Donor Engagement Specialist must demonstrate adherence to established policies and procedures.</p>
Desired Education or Certifications Criteria	Bachelor’s degree preferred or equivalent experience in the field of fundraising, business, health, sales or related fields is required. Three years previous experience working in a healthcare environment is required.
Responsibilities / Functional Job Description	<ul style="list-style-type: none"> ▪ Provides exceptional customer service using AIDET to both internal and external customers. ▪ Partners with the development team to create a strategy for building donor engagement experiences. Provides support in setting and achieving donor engagement goals and objectives. ▪ Oversees the management of the development team database, analyzing and extracting data as required and managing the donor database to ensure the accuracy and consistency of the database. Includes the management of donor gift entry in the database and associated thank you letters. ▪ Coordinates tasks and projects, utilizes critical thinking and strong communication skills and anticipates the needs of the team, and management of confidential information. ▪ Works closely with development staff to ensure grant applications, thank you letters and all other correspondence sent on behalf of the development team is accurate, professional and sent in a timely manner. ▪ Oversees in the planning and coordination of all development team components relating to donor events held during the year. ▪ Takes a proactive stance to cultivate relationships between Nevada Health Foundation and organizations that generate revenue for the organization. ▪ Assists in scheduling stewardship, cultivation and educational activities with donors. ▪ Proficient in Microsoft Office Programs (especially Excel, Word and Access). Must be capable of generating reports, tracking data and compiling and merging data as needed.



	<ul style="list-style-type: none"> ▪ Coordinates check presentations and site visits with donor and/or prospective donors. Includes coordinating the location, marketing components, staff and other items associated with the event. ▪ Prepares weekly development team agendas for the development team. Schedules and communicates details for weekly development team meetings. ▪ Works collaboratively with Nevada Health Centers departments and funders in coordination of required reporting related to grant awards. ▪ Coordinates the organization and fulfillment of grant reporting for all grants to ensure required reports are submitted in a timely manner. Maintains ongoing communication with internal and external customers related to the status of grant awards and utilization of grants funds. ▪ Works with Accounting and Operations to ensure that an appropriate tracking method is in place to verify that existing grants and new grant awards are being utilized per the terms of the funder. ▪ Manages invoice tracking and approvals for the development team and contributes to the annual budgeting processes. ▪ Working with the marketing team, maintains inventory of development collaterals, giveaways and resources. ▪ Coordinates logistics, refreshments, decorations, communication, and other details related to development team special events as well as outreach opportunities. ▪ Working with the marketing team, coordinates media interviews when appropriate, assists with finding media interview resources within the organization and helps prepare talking points as needed as it relates to donor gifts. ▪ Represents NVHC articulating our mission and increases awareness of services provided. ▪ Any other job duties as assigned.
<p><i>Desired Knowledge, Skills & Abilities</i></p>	<ul style="list-style-type: none"> ▪ Exceptional customer service leadership skills. ▪ Strong administrative skills, has a sharp eye for details, possesses a strong, solution driven nature and excellent follow up skills. ▪ Detail oriented and ability to handle multiple and shifting priorities. ▪ Process oriented and the ability to evaluate, design and implement efficient and effective processes. ▪ Excellent written and verbal English communication and interpersonal skills. ▪ Excellent ability to problem solve, deescalate/resolve conflict and perform service recovery. ▪ Ability to work flexible hours including evenings and weekends required. ▪ Ability to manage and prioritize multiple tasks in multi-disciplinary environment. ▪ Creative, independent team player capable of working within an organizational structure. ▪ Excellent data entry, mathematical and problem solving skills. ▪ Demonstrated ability to produce high quality work in a consistent manner. ▪ Demonstrated ability to closely manage timelines and projects to assure timely completion of projects.
<p><i>NVHC's Equal Employment Opportunity Statement:</i></p>	<p>Nevada Health Centers will provide equal opportunity employment to all employees and applicants for employment. No person shall be discriminated against in employment because of race, color, gender, age, national origin, ancestry, religion, physical or intellectual disability marital status, parental status, sexual orientation or any other category protected by law.</p>



HUMAN RESOURCES
JOB DESCRIPTION

[Reviewed June, 2016]

Americans with Disabilities Act (ADA) Statement	Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; stoop, kneel, or crouch. The employee must regularly lift and/or move up to 20 pounds.
Signature	By my signature: I am aware and knowledgeable of my responsibilities and scope of an Donor Engagement Specialist: Employee Signature: _____ Date: _____

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