



POSITION TITLE: Donor Relations Coordinator

DEPARTMENT: Resource Development

REPORTS TO: Director of Development

CLASSIFICATION: Exempt, Full-Time

EXPERIENCE: Early Career

POSITION SUMMARY

The Donor Relations Coordinator (DRC) is a member of Feeding South Florida's (FSF) Resource Development Team and supports organization efforts to raise funds, including executing strategies for increasing donor retention, recognition, funding/donors. The DRC is responsible for the creation and management of a well-coordinated stewardship and recognition program, working closely with the Executive Vice President (EVP), and Director of Development (DoD). The DRC oversees the donor database, including data entry and report generation for the purposes of acquiring and cultivating donors.

POSITION RESPONSIBILITIES

- Serve as the stewardship and recognition officer of the organization, providing excellent customer service and prompt follow up with all donors.
- Manage all aspects the donor database including, but limited to, the following activities in a timely and accurate manner: recording of all donation information for financial, food, and in-kind donations; maintenance of communication records with donors; proper acknowledgement of donations by producing thank-you letters and reports.
- Serve as the administrative liaison between the Development team and other FSF departments, reconciling donation information with the Finance team, as well as identify areas of process and efficiency improvement.
- Support all mail and direct mail campaigns, including coordination with vendors and appropriate team members; recognition of gifts; monitoring of campaign performance, costs associated with the campaign, and strategic planning of campaigns, ensuring organization activity is integrated throughout the campaign.
- Ensure proper donor stewardship including appropriate follow up, meetings, drafting funding/impact reports, and proposals for moving gifts through the pipeline to become major gifts and larger corporate partnerships.
- Assist with the development of donor retention and recognition programs including, but not limited to, giving societies, affinity groups, and tiered donations levels.
- Provide background research and materials that will provide support for the development of corporate, individual and foundation donations, identifying and recommending current and potential major gift prospects and assess their ability to financially support FSF.
- Assist with fundraising events such as house receptions, point-of-entry tours, fundraisers, and galas.

- Monitor and generate reports on a regular basis for the following (including but limited to): weekly donor activity reports, direct mail and other campaigns, fundraising dashboards; and revenues and expenses associated with individual giving strategies.
- Stay current with fundraising trends including, but not limited to, data management software, research methodologies, and stewardship best practices.
- Respond to phone inquiries about gift giving and share with the appropriate team members as necessary, following up with that team member to ensure a timely response.
- Assist with other duties assigned by the EVP and DoD.

QUALIFICATIONS

- Bachelor's Degree from an accredited university.
- Minimum 1-2 years of database and donor management experience. (Management experience is preferred.)
- Strong verbal and written communication skills, including public speaking.
- Efficient time management skills with strong ability to manage multiple projects simultaneously, while paying extreme attention to detail and accuracy.
- Sound judgment and strong decision-making ability.
- Ability to work with confidential donor information.
- Excellent organizational and interpersonal skills.
- A positive, can-do attitude with a desire to take the initiative and ensure excellence.
- Computer literacy; ability to use Windows-based software (Word, Excel, PowerPoint) as well as learn customized, internal FSF systems.
- Flexibility and the ability to work effectively as a member of a professional team.
- Ability to meet deadlines.

PHYSICAL DEMANDS & WORKING CONDITIONS

- Based on OSHA Standards Lifting requirements are 50lbs and when lifting loads heavier than 50lbs, use two or more people to lift the load.
- This position works in a typical office setting. There may be extended periods of sitting, standing and/or bending; listening, talking and/or visual concentration; writing and/or computer use.
- After business hours work is required occasionally throughout the year.
- Frequent travel between quad-county areas using personal vehicle is required.
- Occasional same day, out of town travel for meeting, conferences and special events using personal vehicle and/or public transportation is required.
- Involves activities in both office and warehouse environments with exposure to the climate and South Florida weather.
- The noise level in the work environment is usually moderate.

Interested and qualified should sent their resume and salary requirements to careers@feedingsouthflorida.org. No phone calls please.