



serving seriously ill children and their families
two locations | one mission

Advancement-Donor Relations Coordinator

JOB SUMMARY

Children's Harbor, a non-profit 501c3 whose mission it is to serve seriously ill children and their families, seeks an Advancement-Donor Relations Coordinator to join an existing team of development professionals. This position serves as the chief information specialist, and administrator for our fundraising software, *Blackbaud's Raiser's Edge* database. Responsible for entry of all gifts, acknowledgments, and reporting. Ensures integrity of all donor records and accompanying data, and ensures database readiness to make use of data and technology. He/she plans, develops and coordinates the daily management of information within development, including custom reports, gifts processing, donor stewardship and prospect research. Position will be located at Children's Harbor Family Center in Birmingham, AL.

Hours: Full Time

FLSA Status: Non-Exempt

Employment: At-Will/Regular

QUALIFICATIONS

Education/Experience

- Bachelor's degree plus a minimum of two years' relevant experience, or Associate's degree plus a minimum of four years of relevant experience required.
- Proficiency in CRM fund-raising software, preferably *Blackbaud's Raiser's Edge*, and data-entry processes; familiar with computer hardware and software programs used in database management.
- Knowledge of donor relations & stewardship, adherence to ethical standards and protection of donor rights.
- Ability to organize, prioritize and manage multiple tasks and deadlines in a fast-paced, goal oriented atmosphere and work cooperatively with staff and constituents.
- Ability to communicate effectively, both verbally and in writing, with technical and non-technical staff.
- Ability to maintain confidentiality and to exhibit good judgment in making independent decisions concurrent with organization policies and procedures.
- Must exercise good judgment, have a high level of initiative, integrity, and require very little supervision.
- Knowledge of non-profit organizations, desired.

PRIMARY FUNCTIONS

Advancement Services:

- Gift entry, reporting, monthly acknowledgment and biographical records management- **60%**

- Donor recognition, stewardship mailings and annual fund mailings-**30 %**
- Prospect development, research and management-**10%**

REQUIRED SKILLS/EXPERIENCE

- Excellent verbal, written, and inter-personal communication skills and an ability to work cooperatively in a collaborative work environment.
- Must be detail-oriented and extremely organized with the ability to prioritize workload, and manage multiple tasks with minimal supervision.
- Ability to think analytically and strategically.
- Meticulous attention to detail including excellent proofreading and copy-editing skills.
- Verifiable minimum experience of two years in fundraising database, preferably Blackbaud's *Raisers Edge*, as advanced operator; formal training is preferred.
- Knowledge of accounting principles as they relate to fundraising issues.
- Proficiency in database, spreadsheet, word processing, and publication software.
- Knowledge of data collection principles and research methods. Ability to conduct thorough research, assimilates information, and produce comprehensive reports.
- Professional, positive, and approachable attitude.
- Occasional travel for professional development, organization meetings as well as occasional after hours work.

Equipment/Tools/Work Aids

Detailed Knowledge of office equipment, Microsoft Word, Excel, etc, Must have cell phone and valid driver license.

RESPONSIBILITIES

- Administers, maintains, and operates the *Raiser's Edge* database to optimize use of its functionalities to support all organizational resource development, marketing, and constituent relations goals.
- Updates and maintains comprehensive operating policies and procedures for gift and constituent management within the database to ensure the accuracy and quality of all donor information and to preserve data integrity.
- Records all gifts to the organization, oversees gift and pledge processing, on an accurate and timely basis for contributions received from corporations, foundations, government entities, and individual donors. Ensures that all pledge payments due to the organization are current to include tracking those not up to date on their pledge payments and conducts follow up as requested.
- Generates donor acknowledgement letters, and gift receipts for cash and in-kind contributions to the organization, on a monthly basis. Ensures that all such correspondence is issued in a timely manner and includes appropriate tax information.
- Performs advanced administrative tasks in support of all fundraising and donor development efforts including annual direct mail appeals, memorials and honors acknowledgement, donor recognition for giving societies and other duties from time to time as specified.
- Oversee production of Annual Report and Donor Giving Societies.
- Serves as primary liaison to the Business Manager; coordinating through *Blackbaud's Financial Edge*, cooperates in the transfer and verification of donated cash, checks, and other securities related to fundraising projects and initiatives of the organization. Process online contributions and electronic funds transfers on a routine basis.

- Manages and tracks all activities surrounding constituent contact, proposals, campaigns, funds, appeals and events. Facilitates donor communications via direct mail, e-mail, and online by providing appropriate mailing distribution lists.
- Creates queries and analytical custom reports that allow in-depth analysis of income trends, donor attrition, and similar statistics in order to assess the success of all fundraising projects and initiatives.
- Coordinates with the Director of Special Events to organize and maintain all constituent related event information such as sponsorships, registration forms, guest lists, etc.
- Completes the required research to ensure the accuracy and availability of personal and professional information related to the strategic cultivation and solicitation of prospective individual, corporate, and foundation donors.

ACCOUNTABILITY

Supervised by
Chief Development Officer
Supervises – N/A

INTERPERSONAL COMMUNICATIONS

Alert, friendly, and unassuming, with a sense of humor and capable of communicating with staff, management, donors, board members, and general public. Extremely high integrity and ability to maintain confidentiality of all information received. Must exercise good judgment, have a high level of initiative, and require very little supervision. High level of professionalism in his/her attitude and interactions, and understanding of our mission as a whole, as well as, the mission of each program and initiative.

Interested candidates should submit a resume and thoughtful cover letter describing their specific qualifications and interest in the position to: leanncrowe@childrensharbor.com. Only those selected for an interview will be contacted.