



**DEVELOPMENT SERVICES COORDINATOR  
JOB DESCRIPTION SUMMARY  
REPORTS TO: DEVELOPMENT SERVICES MANAGER  
MARCH 2018**

**I. BASIC PURPOSE OR FUNCTION OF THE POSITION:**

The Development Services Coordinator role focuses on gift processing, donor relations and streamlining systems, and is responsible for overseeing the daily gift acknowledgment administration process to ensure timely donor stewardship and that records in the Raiser's Edge (RE) database are current and accurate. The Development Services Coordinator conducts inbound & outbound donor relations over the phone, as well as by mail and e-mail, to foster strong donor relationships.

**II. ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Gift Processing, Data Entry, and Gift Acknowledgement**

- Enters and codes gifts and pledges in RE, with a focus on more complex or large donations
- Oversees gift acknowledgements sent by mail: coordinates, reviews and updates content, ensuring donors remain apprised of the positive impact that their gifts are having; coordinates printing, signatures and mailing of donor acknowledgement letters; and sends special acknowledgements, including yearly giving summaries, honor/memorial/tribute giving acknowledgements, and others as needed
- Oversees and produces in-house email acknowledgements
- Manages and schedules volunteers who assist with gift acknowledgment mailings
- Communicates with Major Gift Officers to prompt acknowledgement process for major donors, campaign donors, and planned giving donors
- Monitors and downloads constituent records and online gifts made through the website; conducts ongoing review for duplicate records and troubleshoots gift processing obstacles
- Processes monthly credit card payments for the Evergreen Member program and encourages monthly giving by reaching out to lapsing donors
- Evaluates and looks for opportunities to streamline processes/systems, and documents new and improved procedures

**Donor Relations**

- Communicates with donors and responds to inquiries and special requests (by letter, phone or email); refers donors to other members of the development department and other departments, as appropriate
- Engages with development department staff and other departments to share inspiring stories or connect donors with organizational updates and successes
- Conducts outbound donor relations for gift issues. This includes monitoring declined credit cards, donor correspondence and timely updating/termination of expiring credit cards
- Front line communication with Evergreen Members to retain, increase and communicate with this special group of donors

**Quality Control & Monthly Reconciliation with Accounting**

- Prepares and reviews gift entry batch reports and back up documentation for all gifts
- Creates RE queries, reports, imports, and exports on a daily basis to check work quality and help with reconciliation preparation. Uses Reports in Luminate (LO) to check work and help with reconciliation
- Copies and bundles all reconciliation materials for review by Accounting
- Works closely with Accounting team to prepare gift entry batch records and reports for monthly reconciliation; reviews monthly gift entry and coding; and takes additional actions as necessary to correct errors discovered in reconciliation

**Annual Giving Campaign Support**

- Assists with annual giving program's direct mail fundraising campaigns for content review, editing, and production oversight
- Other annual giving projects, as assigned

**Reporting, Department Support, and Other Support**

- Prepares daily report of gifts of mid-level and major donors for fundraising staff
- Provides individualized training in the use of RE reports and queries to other members of the Development Department
- Trains temporary staff on gift entry and other data base functions, as needed
- Cross-trains with and provides backup coverage for Development Services Manager and Development Services Assistant roles
- Provides general Development Department support, as needed
- Additional support duties, as assigned

**III. QUALIFICATIONS:**

- Minimum 2 years' nonprofit donor relations, gift processing, and gift acknowledgement or similar experience
- Must have a passion for data and organizing information and an eye for streamlining processes
- Experience working with a donor database or constituent relationship management system, preferably Raiser's Edge (RE) and Luminate (LO)
- Excellent communications skills and ease of use with the Microsoft Outlook, Word and Excel
- Impeccable attention to detail and curious about systems
- Strong donor relations orientation; proven ability to communicate effectively with donors on the phone and in writing
- Positive attitude and a willingness to learn
- A strong connection and commitment to the mission of Save the Redwoods League

**IV. SUPERVISORY RESPONSIBILITIES:**

- Regular volunteer teams (2-3 times per week), and other volunteers and temporary employees

**V. WORKING CONDITIONS/PHYSICAL EFFORT:**

- Regularly sits at a desk or computer workstation
- Actively utilizes computers, telephones and other office equipment
- Frequently moves about the office to collaborate with colleagues
- Occasionally lifts, carries or otherwise moves and positions objects weighing up to 30 pounds
- Occasionally walks on uneven ground during off-site activities