



## Donor Relations Coordinator

Join The Food Bank as part of the team that receives and tracks donations! If you have been successful in a position that requires high attention to detail and work in databases, you are passionate about The Food Bank's mission, and you are looking for a 40-hour/week position, this could be the right job for you.

This position requires some work in the office and some of the work can be done at home. We are currently located in Hatfield, and we are moving to our new facility in Chicopee next year.

To apply please send a resume and cover letter to [jobs@foodbankwma.org](mailto:jobs@foodbankwma.org) so we can get to know you!

In addition to a great work environment, The Food Bank offers 14 days of paid vacation to start, 11 paid holidays, 10 paid sick days, excellent health and dental coverage, and a retirement plan with employer match.

The starting pay for this position is \$17.74-\$17.99/hour.

Here is the job description:

### **DONOR RELATIONS COORDINATOR**

EFFECTIVE: OCTOBER 2022

STATUS: FT NON-EXEMPT

GRADE: 2

### JOB OVERVIEW

The Donor Relations Coordinator is a member of the team responsible for the accuracy and maintenance of the donor management databases which are key to successful donor stewardship. This position focuses on accurate and efficient database management and increasing donor engagement by responding to donor inquiries and distributing donor acknowledgments in a timely manner. Working within the Philanthropy Division, this position reports to the Donor Relations Manager and works closely with the Senior Donor Relations Outreach Coordinator, and Finance department to support the tracking of The Food Bank's fundraising efforts.

### REPORTING RELATIONSHIPS

Reports to: Donor Relations Manager

Supervises: No direct reports; may provide indirect supervision to volunteers and temps as needed

### ESSENTIAL FUNCTIONS

Maintains donor relationship management databases and performs a variety of functions including:

- Prompt and accurate processing of incoming gifts including checks, credit cards, ACH payments, employee giving, etc.
- Updating donor records, compiling biographical information, data entry, and generating gift detail reports.
- Analyzing and tracking donor giving trends and interests in the database and reporting out to the division as necessary.
- Assisting in the development and execution of monthly donor segment reports.
- Responding promptly to donor inquiries and providing excellent customer service, referring to Food Bank colleagues when appropriate.
- Ensuring donations are accurately recorded and acknowledged.
- Assisting with training and directing volunteer and staff database users as needed.
- Assisting Philanthropy Division with training, maintenance, and oversight of Raiser's Edge NXT, and Luminate Online fundraising data entry.

### OTHER RESPONSIBILITIES

- Help to identify opportunities to further streamline database standard operating procedures for efficiency; update the database procedures manual as needed
- Assist with donor cultivation events and activities
- Provide additional quarterly analysis of donor giving patterns to increase donor retention and conversion rates
- Provide backup support for other donor relations duties to help ensure department coverage
- Other duties as assigned by the Donor Relations Manager

### WORKING CONDITIONS

Office environment and remote work

### JOB QUALIFICATIONS/REQUIREMENTS

Education and training - High school diploma or equivalent

Experience – 1+ years of experience in work that requires accuracy such as data entry

Other skills:

- Demonstrated attention to detail and ability to process information in a prompt and accurate way
- Outstanding communication, interpersonal, customer service, and research skills
- Proficiency in Microsoft Suite and database management
- Superb time management and organizational skills, including the ability to work well with others

- Ability to maintain strict confidentiality

#### JOB PREFERENCES

- Bachelor's degree or equivalent
- Demonstrated customer service skills
- Experience with Blackbaud Raiser's Edge, Salesforce, or other constituent relationship management software (CRM)
- 2+ years of data entry experience
- Experience in data analysis
- 2 years of non-profit experience
- Bilingual (English and Spanish)

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