

Donor Relations Coordinator: Full Time • Charlotte, NC

Start Date: February 3, 2020

Do you believe the community together can ensure all children have a chance at long-term success? So do we.

When you join Heart Math Tutoring (“Heart Tutoring”), you will be part of unlocking the powerful resource of volunteer time to make a positive, immediate difference for students, schools, and everyone involved.

Summary - Job Description

The Donor Relations Coordinator will be involved in all aspects of fund development, with a focus on overseeing strong processes and systems for high quality operations. The role will also assume a caseload of donors; be involved in planning, researching, and implementing best practices in solicitation and stewardship; and will have opportunities to represent Heart Tutoring externally, including supporting volunteer recruitment. This position reports to the Development Director and will be part of a 2.5-person development team that secures \$1.5M-\$1.8M in philanthropy. The ideal candidate exhibits Heart’s core values, has strong communication skills, and operates with a high level of attention to detail and organization skills. The Donor Relations Coordinator will be a reflective learner and will contribute positively to Heart’s team, maintaining a high bar of excellence. A position with Heart Math Tutoring provides opportunities for growth into new and increased responsibilities over time.

Key Responsibilities

Administrative Support (50%)

- Manage and implement the systems behind Heart Tutoring’s fund development operations.
- Assist with research, prospecting, meeting preparation, documentation, reports, and analysis.
- Execute the donation acknowledgements process.
- Manage Heart Tutoring’s donor database (Bloomerang), ensuring accurate, complete donor data.
- Support events, assuming major responsibility for event logistics and “day of” event management.

Donor Relations / Annual Fund (30%)

- In partnership with the Development Director, create, implement, and evaluate strategies that lead to sound donor prospecting, cultivation, segmenting, acknowledgement, recognition and stewardship.
- Engage and steward a select group of individual donors.
- With guidance from Development Director, manage and implement strategies for the year end mailing which accounts for ~50% of individual contributions.
- Support and/or manage aspects of additional development initiatives in line with capacity and need, including mailings, events, and a limited amount of grants.

Volunteer Recruitment (15-20%)

- Actively participate in volunteer recruitment, working with team to recruit, retain, and support volunteer tutors.
- Serve as primary account manager for a selected number of organization partners. Set and meet goals for tutor recruitment from those partners.
- Serve as dual account manager for a selected number of organizations. Provide support and backup to your teammates to reach the recruitment goals.

- Leverage volunteers and the organizations they represent in fund development efforts.

General

- Promote Heart Tutoring's core values and positive culture throughout. Promote a culture of philanthropy and collaboration across functional areas.
- Inspire staff, volunteers and donors to act with urgency to ensure all students develop the strong foundation in math and enthusiasm for academics they need for long-term success.
- Be strategic in your use of time, leveraging volunteers (service enterprise) to accomplish your goals with efficiency and quality.
- Research, learn, and employ best practices in fund development to maintain a strong foundation for Heart Tutoring's stewardship and solicitation efforts.
- Additional projects relevant to a candidate's unique skills may be assigned. Responsibility is expected to build over time, as this person will be involved in all aspects of fund development.

Key Skills: To be successful in this role, you will need the following skills.

- Highly organized, detail-oriented, and able to prioritize and manage multiple tasks.
- Strong computer skills, including but not limited to/ Word, Excel, PowerPoint, email and contact management, CRM tools, and file sharing systems.
- Strong written and verbal communication skills, including sharing the organization's mission and priorities.
- Able to develop and maintain strong, respectful, and collaborative relationships with others.
- Strong work ethic, self-starter, comfortable working both with close direction and on your own.
- Excellent time management and problem-solving skills.
- Able to manage large amounts of information and analyze data, including proficiency with Excel.

Key Qualifications: The following areas of experience will help a candidate be successful in this role.

- Bachelor Degree (preferred)
- Track record of excellent work product involving attention to details and precise planning.
- Demonstrated strength in building and managing donor/customer/team relations.
- Background or demonstrated interest in fundraising, recruitment, sales, business development, or marketing/communications.
- Background or demonstrated interest in Heart Tutoring's mission.

Personality / Interests: Please apply if you share Heart Tutoring's core values:

- Student-centered – Put students' interests at the center of all decisions.
- Gratitude – Recognize and express that it is a privilege to partner with schools and to do others' philanthropic work.
- Growth-Mindset – Willing to reflect, learn, and grow, both individually and with the team, so we can be better equipped to advance Heart Tutoring's mission.
- Precision and Professionalism - Believe in the importance of data and attention to detail. Ready to contribute to a high-touch experience for Heart Tutoring constituents.
- Civic Engagement – Value volunteerism and believes the community collectively has the resources needed to ensure all children have opportunity in their lives.

To apply: Submit the following documents to communications@hearttutoring.org, use the subject line, "2020 Donor Relations Coordinator", and address correspondence to Sally Dudley.

- Resume – standard format including education (GPA), work, and volunteer experience

- Cover letter – standard, 1-page format explaining your interest in the role and why you believe you are a good fit

Anticipated Timeline: Interviews will begin in January 2020. Ideal start date is February 3rd, 2020.

Compensation: \$35,000 - \$45,000 - Commensurate with experience

Other: 12 months, Full Time, Charlotte, NC; Reports to Development Director

Commitment to Diversity: Heart Math Tutoring actively engages individuals from all backgrounds. We believe that our differences make our team stronger, and we also know that our students benefit from working with adults from all backgrounds. As an equal opportunity employer, Heart Math Tutoring is committed to providing employment opportunities to all qualified individuals and does not discriminate on the basis of race, color, ethnicity, religion, sex, gender, gender identity and expression, sexual orientation, national origin, disability, age, marital status, veteran status, pregnancy, parental status, genetic information or characteristics, or any other basis prohibited by applicable law.

About Heart Math Tutoring

We believe volunteer tutors can be a powerful resource for students if given tools and support, and we believe all children can achieve high levels of understanding in math – a critical competency impacting long-term opportunity. As such, Heart Tutoring recruits and supports 1,280 volunteers as tutors across 23 Charlotte elementary schools with a mission of ensuring that all elementary students develop the strong foundation in math and enthusiasm for academics needed for long-term success. We focus on students who are economically disadvantaged in low opportunity areas. The program became a 501c3 nonprofit in July 2014. To date, 98% of Heart students have met program growth goals, and over 90% of math teachers report that students show an increase in enthusiasm and/or confidence towards academics as a result of the program. Over the next five years, Heart Tutoring seeks to grow its services from supporting 1,150 students (23 schools) to 2,000 students (35-40 schools) in Charlotte while sharing the model with other cities.

YOU can play a critical role in cultivating the philanthropy and volunteer base needed to give hundreds more students math skills, encouragement from a caring adult, and long-term success! Apply today.

Visit www.hearttutoring.org for more information.