



JOB DESCRIPTION

Position Title: Development Coordinator	Overtime Status: Exempt
Department: Development	
Reports To: Director of Philanthropy	Number of People Supervised: N/A

POSITION PURPOSE

The Development Coordinator is responsible for management and oversight of the agency's donor database and all related software. Key responsibilities include. Ensures collaboration and alignment with other internal stakeholders such as Programs, Marketing, Event Coordinator and the Board of Directors. Guides donor data input, reporting and analysis; promotes and supports training and effective database use among staff.

Job Responsibilities

The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Classroom Central may change the specific job duties with or without prior notice based on the needs of the organization.

Essential Duties and Responsibilities

MIGRATION TO NEW CRM

- Serve as the main contact for migration, onboarding and training from Raiser's Edge NXT to Virtuous, including coordination with Migration consultant and all CC staff.
- Ensure organization is ready to go live according to stated timeline, including testing in new system and reconciling against existing system.

DATABASE MANAGEMENT/MAINTENANCE

- Serve as the "owner" of all donor software including Virtuous, Raiser's Edge NXT, Double Your Donation, Qgiv, and future development software.
- Manage data entry, record management, and gift acknowledgement processes for all forms of gifts including entry of checks, credit cards, ACH's, stock gifts, and pledges. ensuring accuracy, consistency and timeliness.
- Manage software related to virtual and peer-to-peer fundraising (currently Qgiv, Importacular) including assisting in evaluation of software, establishing best practices for utilization, and management of data transfer into CRM.
- Facilitate the matching gift process.
- Reconcile all gifts with Finance staff.
- Produce and distribute Weekly Gift Reports, Deposit reports, Disbursement reports, EFT reports.
- Manage pledge invoicing (sending reminders, outreach, generating reports, updating credit cards, etc)
- Respond to donor inquiries concerning gift history, receipts, and other documentation.
- Create and update all CRM SOP's including gift entry, campaign structure and naming, project structure and naming, data customization standards, team permission levels and access etc.
- Make appropriate and timely recommendations on database expansion and/or enhancements to ensure the most effective and efficient use of the system.

- Provide routine maintenance and cleanup of donor database.
- Coordinate and plan for future data conversions/upgrades as needed.

DATABASE REPORTING AND ANALYSIS

- Provide regular and ad hoc reporting to development and other departments.
- Provide support to staff by assisting with creation of reports, donor lists and other projects.
- Work closely with Marketing staff to provide guidance and create segmented mailing lists for communication and fundraising efforts.
- Collaborate with other staff members to analyze fundraising trends/results and provide related insights.

DEVELOPMENT COORDINATION

- Implement and utilize new and existing software applications to support donor segmentation, planned giving and wealth screening.
- Work with the Executive Director, Director of Philanthropy and Director of Partnerships to identify donors who have ability to expand their giving by utilizing resources for prospecting and moves management.
- Work with the Director of Philanthropy to implement donor recognition and stewardship strategies. Including board thank you lists.
- Assist leadership volunteers in training and/or solicitation as requested.
- Create donation forms for campaigns as needed.
- Administer and analyze all Donor surveys.
- Assist in creation of donor presentations and reports.

TRAINING AND SUPERVISION

- Assess needs and promote training opportunities for all donor database users.
- Identify areas where volunteers can be utilized and provide information to Volunteer Coordinator for recruitment.
- Train and supervise data entry volunteers.

OTHER DUTIES AS NEEDED

- Participate, lead (when necessary), and attend community and agency-appropriate meetings.
- Other duties as assigned.

Critical Job Specific Competencies	High Performance Indicators
COMMUNICATION & INTERPERSONAL SKILLS	Organizes and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information. Is sensitive to the needs, feelings and capabilities of others. Approaches others in a non-threatening and pleasant manner and treats them with respect. Expresses alternative points of view in a non-threatening way. Participates in tasks to assist others in agency projects or events; Maintains a harmonious atmosphere and relationships with other agency personnel.
TEAMWORK	Works on projects as part of a team, exchanging ideas and contributing skills that complement those of the other team members. Fulfills commitments to team members.
INITIATIVE & SELF-DEVELOPMENT	Is curious. Strives to learn and improve. Seeks out ways to better themselves and the company. Takes on responsibilities. Does not remain idle – is hard working and self-motivated. Pushes self for results; sets clear objectives and measures; monitors process and progress. Seeks professional development.

CONTINUOUS QUALITY & PERFORMANCE IMPROVEMENT	Able to encourage team members to share ideas that lead to improvement; minimize barriers to accomplishing the team's work; monitor process for quality and efficiency issues that become targets for improvement; establish measures / benchmarks to track performance.
DECISIVENESS & JUDGEMENT	Able to consider short- and long-term impact of decisions; plan for how the consequences of decisions affect the team. Able to establish resources and/or processes to gather information/data for problem solving or analysis; create an environment that supports cross-functional analysis and problem solving; ensure that organization-level decisions are based on data and sound reasoning.
FLEXIBILITY & ACHIEVING CHANGE	Able to help others overcome their resistance to change; gain others' willing participation for change initiatives; help others translate new change goals into practical implementation steps and adapt to change without disruption of productivity. Able to pursue and generate innovative ideas that further the group or team's goals and foster an environment that encourages innovation.
GETS RESULTS	Able to create an environment of accountability for meeting agreed upon expectations; eliminate barriers to group performance; lead/champion efforts that increase productivity and goal accomplishment throughout the group or team.
STRATEGIC ALIGNMENT	Able to ensure that all systems are aligned toward achieving strategic goals; continually communicate and reinforce the highest priority initiatives to keep the group focused on the right things.
AGENCY ADVOCACY	Recognizes and promotes the needs of the agency through one-to-one meetings and other communication tools. Represents the agency in a positive manner; Actively assist in a sufficient number of agency events encouraging a team atmosphere.
VALUING DIVERSITY	Able to communicate internally and externally that diversity/inclusion is an integral part of how our organization does business.
PROFESSIONAL ETHICS	Arrives to work on time; is accountable for whereabouts; consistent attendance; timely lunch hours; on time to meetings; Exhibits positive verbal and nonverbal communication; Exhibits professional dress and speech; adheres to the agency's policy of confidentiality.

EDUCATION & RELATED WORK EXPERIENCE	
Education Level (minimum/preferred educational requirements necessary to perform this job successfully)	
Minimum of a Bachelor's degree required.	
Years of Related Work Experience (minimum/preferred related work experience necessary to perform this job successfully)	
Minimum one year experience working directly in non-profit CRM, preferably Virtuous or Raiser's Edge NXT.	

SKILLS AND KNOWLEDGE		
	Required	Preferred
Ability to communicate clearly in English, both orally and in writing	X	
Standard office equipment (phone, copier, scanner, voice mail, email)	X	
Demonstrated ability to quickly learn	X	

Sensitive to working with confidential information							X	
Excellent organizational and time management skills							X	
Self –motivated and able to work independently							X	
Professional manner and good interpersonal skills							X	
Proven ability to thrive in a team environment							X	
Ability to analyze data and establish and track KPIs to make data informed recommendations and decisions with key stakeholders							X	
Possess superior problem-solving capabilities							X	
Solid understanding of the principles of database management							X	
High degree of accuracy and attention to detail in a fast paced, changing environment with multiple deadlines and pressures; must have professional maturity to respond to urgent matters and/or crisis situations, as needed.							X	
Passion for Classroom Central’s work with a genuine commitment to understanding and fulfilling the agency’s mission.							X	
Experience with donor journey mapping/building, donor personas, segmentation and drip campaigns.							X	
MS Outlook	Basic		Intermediate	X	Advanced		X	
MS Word	Basic		Intermediate	X	Advanced		X	
MS Excel:	Basic		Intermediate	X	Advanced		X	
MS PowerPoint:	Basic		Intermediate	X	Advanced		X	
Other: Minimum 1 Year Experience with non-Profit CRM, preference to Virtuoso or RE							X	
Other: Experience with Benevon model								X

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS (Specific work place conditions and/or physical abilities related to and/or required by this job)	
Minimal physical requirements to include walking, standing, sitting at work station; normal office environment.	

Equal Employment Opportunity

Classroom Central provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

Salary and Benefits

Salary range is \$42,000-\$50,000 based on experience. Benefits include 100% paid medical, dental, vision, short and long term disability and 401(k) with match based on eligibility. Accrued vacation and sick time in addition to 12 paid holidays. Use of company vehicle for work events. Current work schedule is hybrid with Tuesday-Thursday in office; Monday and Friday work from home with every other Friday off.

To Apply

Submit resume and cover letter to humanresources@classroomcentral.org with subject line: Development Coordinator.