



## JOB DESCRIPTION

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

### POSITION PURPOSE

The Development Coordinator is responsible for management and oversight of the agency's donor database and developing and managing internal and external fundraising events. Key responsibilities include planning and analyzing cost-effective events, setting and meeting revenue goals, forming relationships with event sponsors and donors, coordinating sponsors, contractors/vendors and volunteers and stewardship of key relationships including individual donors, sponsors, vendors, volunteers and other partners. Ensures collaboration and alignment with other internal stakeholders such as Programs, Marketing, Event Committees 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

#### DATABASE MANAGEMENT/MAINTENANCE

- Serve as the "owner" of all donor software including Raiser's Edge NXT database, Double Your Donation, 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 Raiser's Edge.
- Facilitate the matching gift process.
- Reconcile all gifts with Finance staff.
- Respond to donor inquiries concerning gift history, receipts, and other documentation.
- Make appropriate and timely recommendations on database expansion and/or enhancements to ensure the most effective and efficient use of the system.
- Coordinate and plan for future data conversions/upgrades as needed.
- Provide routine maintenance and cleanup of donor database.

#### 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**

- Work with the Executive Director, Development Director and Director of Community Engagement to identify donors who have ability to expand their giving by utilizing resources for prospecting and moves management.
- Work closely with all agency staff to engage event participants.
- Work with the Development Director to implement donor recognition and stewardship strategies.
- Assist leadership volunteers in training and/or solicitation as requested.

**EVENT MANAGEMENT**

- Plan and produce agency’s key fundraising, stewardship and point-of-entry events through effective timeline management, committee coordination and effective communications to all constituents.
- Accountable for developing and meeting event revenue goals.
- Works in partnership with development staff and committees to identify, cultivate and solicit financial and in-kind donations/sponsorships from individuals, businesses and civic groups.
- Participate in the identification and recruitment of individuals and sponsors for these events
- Support the event committees and its members to ensure information is provided in a timely manner and to leverage and maximize all available resources
- Track and report progress toward special event goals
- Perform all necessary follow-up functions
- Coordinates event volunteers and provides a unique and rewarding experience for our unpaid staff.
- Identify best vendors, venues and partners to ensure the best possible experience for event participants and to ensure budget considerations are met.
- Coordinates with marketing staff to ensure appropriate and proper recognition is given to sponsors, partners, donors, volunteers, pre-event, during the event and post-event.
- Utilize database to ensure proper donor cultivation, stewardship and relationship management.
- Provide timely event updates and results to agency leadership and committees.
- Create and manage registration process for internal events.

**TRAINING AND SUPERVISION**

- Assess needs and promote training opportunities for all donor database users.
- Supervise data entry volunteers.

**OTHER DUTIES AS NEEDED**

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

<b>Critical Job Specific Competencies</b>	<b>High Performance Indicators</b>
<b>COMMUNICATION &amp; INTERPERSONAL SKILLS</b>	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.
<b>TEAMWORK</b>	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.

<b>INITIATIVE &amp; SELF-DEVELOPMENT</b>	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.
<b>CONTINUOUS QUALITY &amp; PERFORMANCE IMPROVEMENT</b>	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.
<b>DECISIVENESS &amp; JUDGEMENT</b>	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.
<b>FLEXIBILITY &amp; ACHIEVING CHANGE</b>	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.
<b>GETS RESULTS</b>	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.
<b>STRATEGIC ALIGNMENT</b>	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.
<b>AGENCY ADVOCACY</b>	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.
<b>VALUING DIVERSITY</b>	Able to communicate internally and externally that diversity/inclusion is an integral part of how our organization does business.
<b>PROFESSIONAL ETHICS</b>	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.

<b>EDUCATION &amp; RELATED WORK EXPERIENCE</b>	
<b>Education Level (minimum/preferred educational requirements necessary to perform this job successfully)</b>	Minimum of a Bachelor's degree required.
<b>Years of Related Work Experience (minimum/preferred related work experience necessary to perform this job successfully)</b>	Minimum one year experience working in Raiser's Edge. One-three years of related work experience in the area of database and event management in a nonprofit or corporate setting.

SKILLS AND KNOWLEDGE								Required	Preferred
Ability to communicate 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	
Good 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								X	
Possess superior problem-solving capabilities								X	
Solid understanding of the principles of database management and business process workflow								X	
Must work with a 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	
Must have a passion for Classroom Central's work with a genuine commitment to understanding and fulfilling the agency's mission.								X	
Demonstrated ability to make presentations that move people to action								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 Raiser's Edge								X	
Other: Experience with Benevon model									X
License/Certificates: N/A									

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.