

DEVELOPMENT OPERATIONS COORDINATOR

Job Title: Development Operations Coordinator
Department: Marketing and Development
Reports To: Marketing and Development Manager
FLSA Status: Exempt

This is a full-time position that requires working a flexible schedule which can include nights, weekends, and holidays.

Starting rate \$45,000 annually

POSITION SUMMARY

Southwest Wildlife Center's Development Operations Coordinator is a key support position within the Marketing & Development Department, responsible for the integrity of all donor data entry and its use in support of broad-based donor acquisition, conversion and retention strategies. In addition to data entry, maintenance, and reporting, the Development Operations Coordinator oversees the monthly giving program and conducts web-based research on donor prospects. As needed, the coordinator assists with donor events and supports the department's general administrative needs.

DUTIES AND RESPONSIBILITIES

- Direct responsibility for the following programs:
 - Donor data entry, maintenance, and reporting. Coordinator will record all deposits into Donor Management system (Bloomerang)
 - Assist Manager with donor segmentation and retrieval for special appeals and events.
 - Accurate and timely gift entry and reconciliation.
 - Accurate and timely gift acknowledgements.
 - Support Department by handling phone inquiries, one-on-one and group tours and other engagements with donors and prospects.
 - Manage monthly recurring donor acquisition and retention program to include reconciliations and billings.
 - Oversee online giving.
 - Oversee tribute and memorial gifts.
 - Assist with raffles and other chance-to-win income.
 - Provide staff training on database, as needed.
- In coordination with SWCC Development Team, support use of donor data base (both current and prospective donors) for donor engagement and managed relationships. The position includes use of available data and research to segment prospects to support continued growth in leadership annual giving, special gifts, legacy gifts, in-kind gifts, and corporate/foundation gifts.
- Develop and maintain written guidelines for data operations workflow, processes and procedures.

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Other duties - Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

QUALIFICATIONS:

- Bachelor's degree preferred
- Record of database administration and/or donor services preferred
- Direct experience in fundraising through standard appeals: Direct Mail and Online Giving
- Experience working directly with donors, ideally in strategies involving cultivation and solicitation of donor
- Excellent written and oral presentation skills
- Experience supervising other staff and/or volunteers
- Must be willing and able to work evenings, weekends, holidays and extended days as needed
- Valid Drivers' License. Must have and maintain a clean driving record
- Must be able to pass a background check

Minimum Experience

- One year professional experience in nonprofit service

Preferred Experience

- Two years' professional experience in nonprofit service

Knowledge / Skills / Abilities:

- Language – Able to speak, read and write English. .
- Mathematical – Intermediate mathematical skills.
- Technical – Proficiency in Microsoft Excel, Office, PowerPoint and Outlook required.
- Experience with donor database software, i.e., Bloomerang, or customer relationship management software preferred.

EQUIPMENT USED:

- Laptop
- Office equipment

WORK ENVIRONMENT:

- While performing the duties of this job, the employee is frequently required to stand, walk, sit, use hands to finger, handle, or feel objects, reach with hands and arms, or climb stairs.
- The employee may occasionally lift and/or move up to 20 pounds. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Most time will be spent in a typical air conditioned and heated office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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APPLICATION PROCESS

Please complete the Employment Application on this site and forward it to HR@southwestwildlife.org. NOTE: You may also attach your resume but the application must be completed in full.

We will review your materials and contact you if we wish to consider you further. Thank you for your interest.

Human Resources

Southwest Wildlife Conservation Center is an Equal Opportunity Employer