



Donor Relations Coordinator

Reports to: Development Director

Supervisory Responsibility: None

Position Classification: Full Time, Non-Exempt

Position Description: The Donor Relations Coordinator provides comprehensive day-to-day administrative support for the development team, with a focus on gift processing, supporting cultivation and stewardship activities, tours, and special events. This position is the staff liaison for the organization's Ambassador and HSLB programs.

Position Skills & Qualifications: 2-4 years of experience in project management or similar administrative role
Data Entry/eTapestry/Raisers Edge/CRM Management Experience
Strong administrative and time management skills.
Excellent communication skills on the phone, in-person, and in writing.
Ability to manage multiple projects independently and meet deadlines.
Proficient in Microsoft Office Suite and Outlook
Working knowledge of Canva or Adobe (Photoshop, InDesign, Illustrator)
Knowledge of mass e-mail communication software is helpful.
Mission-driven, team-oriented, and results-focused.
Preferred: Associate's (AA) or Bachelor's degree

Duties and Responsibilities:

- Process and record all pledges, gifts, and contributions accurately in the donor database
- Prepare, print, and mail all gift acknowledgment letters, pledge reminder letters, and tax reporting information, including year-end tax receipts, timely and accurately.
- Assist in developing donor newsletters, appeals, event invitations, updates, and special announcements; working with the Communications Team to ensure brand compliance and adherence.
- Provide administrative support for special campaigns, projects, and donor-related events.
- Staff coordinator and liaison for the organization's Ambassador Group (young professionals) and High School Leadership Board (HSLB)
- Support donor stewardship initiatives, including overseeing appropriate and timely donor recognition, cross-departmental collaboration, and other engagement efforts.
- Respond to donor inquiries and provide exceptional front-line service and support (mail, phone, in-person).
- Confidentially and cordially interact with donors, board members, volunteers, and other constituents in-person, by phone, and in writing.
- Create queries and run reports for fundraising analysis and leadership review.
- Learn more effective cultivation and engagement of current and potential donors.
- Answer phone calls, collaborate with appropriate departments to answer questions, and provide solutions.



Other:

- Adherence to ethical fundraising and familiarity with the Donor Bill of Rights.
- Maintain confidentiality of donor information
- Be an active and positive team member with occasional evening and weekend involvement.
- Participate in 3+ Meals On Wheels of Tampa Special Delivery Events per year, i.e. Produce On Wheels, Hurricane Preparedness, Holiday Gift Bags, primarily held on the third Saturday of the month.
- Other duties as assigned.

Team Member Training and Mentorship:

- Onboarding training of internal processes, organizational mission, and the Benevon fundraising model will be provided.
- CEO, CFO, and Development Director will provide mentorship and guidance, including but not limited to best practices in fundraising, project management, and administration.

Benefits and Culture:

- This position is benefits eligible, including but not limited to health, dental, and vision insurance, paid time off (PTO), short-term disability, and 403-B retirement matching.