



ORANGE COUNTY UNITED WAY
JOB DESCRIPTION

Job Title: Development Coordinator	Reporting To: VP Development
Department: Development	Position: Full time/Non-exempt

PURPOSE OF POSITION:

The development coordinator is a full-time administrative professional who provides coordination, planning, builds donor reports and assists with donor relations for the events and development team, reporting to the VP of Development. Candidate should have donor database and acknowledgement experience; high attention to detail, and a passion for meeting donor expectations. One to three years administrative experience in a fundraising, donor relations, and/or customer service experience environment preferred.

KEY RESPONSIBILITIES:

Database Maintenance

- Daily processing of donor gift payments, pledges, and designations, completing invoices, database entry and coordination with the Finance department
- Support Development all affinity group sponsorships and event income processing needs.
- Perform data entry, data clean-up and maintenance of database systems
- Manage the major donor Tocqueville Society reports which include President’s Circle, Women’s Philanthropy Fund, and Step-up to Tocqueville, to ensure information is current and accurate and be the point person for all Tocqueville Society report pulls

Administrative Support

- Support Development and Events team on a daily basis to ensure deadlines are met
- Draft agendas for all Development external meetings
- Provide meeting administrative and logistics support (meetings set-up, collection of RSVP’s and meeting minutes)
- Update appropriate rosters and department calendars
- Participate as a team member in assigned project activities
- Implement process improvements in order to streamline administrative operations
- Tocqueville events RSVP list management

Donor Relationship Management

- Participate in early morning and evening meetings and events as required
- Draft correspondence to individual donors, affinity groups and marketing materials
- Generate personalized packets and completion of material requests
- Compose and/or type donor correspondence on an ongoing basis including drafting and processing thank you letters, welcome packets, ask packets, etc.
- Generate Tocqueville and Board of Directors Thank You letters
- Perform other duties and projects as assigned

EDUCATION AND TRAINING REQUIRED FOR THIS POSITION:

- One to three years of experience in a non-profit and/or other relevant work experience
- Experience in a sales environment desirable, non-profit service experience preferred
- Preferred software knowledge, Microsoft Suite, CRM, Enterprise and SharePoint

TECHNICAL KNOWLEDGE

- Computer skills with emphasis on Microsoft Office 365 (Outlook, PowerPoint, Excel, Word)
- Advanced Excel preferred
- Experience in a business office, knowledge of business procedures and practices



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CORE COMPETENCIES:

Problem Solving and Decision Making

- Ability to work independently, making appropriate decisions with direction as needed
- Flexibility and ability to manage issues and crisis calmly and effectively

Communicating and Influencing

- Ability to demonstrate diplomacy in interactions externally and internally
- Ability to communicate effectively, verbally and in writing
- Strong writing skills
- Ability to represent Orange County United Way in a professional manner at all times

Business Knowledge/Savvy

- Experience in and a commitment to providing excellent results
- Ability to analyze and track results
- Ability to work with a diverse group of people

Partnering and Teamwork

- Ability to work cross-functionally with marketing, finance and workplace campaign departments to achieve position objectives

Personal Excellence

- Ability to organize, prioritize and meet deadlines
- Ability to manage many projects at one time, prioritizing and planning for high efficiency
- Initiative and strong work ethic
- Organized
- Driven for results
- Ability to work independently and proactively

PHYSICAL DEMANDS:

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Coordinator, Donor Relations. The employee is required to actively listen and communicate. The employee is often required to sit and use their hands and fingers to handle or feel. The employee is required to stand, walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision. Ability to operate a computer keyboard, and lift files and reports. Exposure to glare from a computer. Ability to lift and carry 25 pounds.

WORK ENVIRONMENT:

These work environment characteristics are representative of the environment the Coordinator, Donor Relations will encounter. Participation in early morning and evening meetings and occasional events will be required. The noise level in the work environment is usually quiet to moderate.