

Donor Relations/Administrative Coordinator

Status: Full time, non-exempt, 35 hours per week

Hours: 9:00AM-5:00PM

Email a cover letter and resume to gildasclubroch@gmail.com

No phone calls please

Position Overview and Purpose

Gilda's Club Rochester is currently seeking an **Administrative/Donor Relations Coordinator** to provide phone, administrative, organizational and creative support to our organization and Development Team.

The ideal candidate must possess solid phone skills, a customer service orientation, strong organizational and communication skills, experience managing donor management software, tracking donations, coordinating mailings, and assisting with financial and administrative duties. Social media and fundraising experience is a plus.

Bachelor's degree with significant knowledge of Microsoft Office Suite software, Donor Perfect or a comparable database and experience working in a team environment.

Responsibilities:

- Provide administrative support to the CEO, Director of Development and the Director of Events and Communications including maintaining files, drafting correspondence, coordinating mailings and scheduling outgoing communications to donors
- Primary staff member for covering the phones and providing excellent customer service to our members, clients and donors
- Act as a liaison for donor stewardship and related activities such as monthly and memorial giving, and other giving areas as assigned
- Manage and track all gift acknowledgements, draft letters and prepare donor recognition and thank you communication within 24-48 hours of receiving the gift
- Assist the Finance Manager with preparing deposits, going to the bank and mailing out vendor payments
- Provide reports and requested mailing lists from the Donor Perfect database to the Development Team
- Manage/keep an inventory of materials and equipment to assure smooth operation of department needs
- In conjunction with the Development Team assist with flyers and other marketing materials to promote donor communication and relations

- Provide special event support as needed

Special Projects (periodic)

- Taking and inventorying photos for in-Clubhouse events
- Maintaining a “library” of testimonials on system
- Maintaining a “library” of thank you letters on system

Qualifications and Attributes

- Ability to provide superior customer service to donors, prospects, volunteers, staff and members
- Ability to prioritize and manage multiple tasks simultaneously, implementing and completing projects within stated timelines
- Ability to be self-motivated and follow-through on assignments
- Ability to maintain a positive, working relationship with diverse staff, vendors, donors and committee members
- Demonstrate creative problem-solving skills
- Demonstrate a commitment to personal and organizational development
- Must be flexible to changes and able to work independently

Education/Experience

- Bachelor’s degree preferred
- Strong organizational, time management, interpersonal and communication skills
- Strong spelling, grammar and proofreading skills
- Significant knowledge of Microsoft Office Suite software
- Knowledge of complex donor management software and ability to learn Donor Perfect
- Experience using Constant Contact and social media
- Accurate word processing, excellent follow-up and general office procedure experience required
- Writing sample requested
- Some evenings and weekends required