

Arlington Life Shelter

Job Title: Donor Relations & Database Coordinator
Department: Development & Marketing
Payroll Status: Non- Exempt
Reports To: Sr. Director of Development
Preparation Date: 09/23/2024

REPORTING RELATIONSHIP:

The position reports to the Sr. Director of Development and collaborates with the development team.

POSITION OVERVIEW:

The Donor Relations & Database Coordinator will be responsible for managing and maintaining the donor database, procuring and distributing in-kind donations, tracking in-kind donations, and actively engaging with community partners through outreach.

POSITION RESPONSIBILITIES:

DONOR DATABASE

- Manage and oversee all aspects of the donor database, Donor Perfect, to solicit, cultivate, and develop donor and constituent relationships.
- Manage imports, data clean-up, updating, and entering of all records into the system.
- Responsible for donor records related to donations from campaigns, events, grants, memorial/honorarium, individuals, corporations, in-kind, and other sources including pledges.
- Utilize the database effectively to develop accurate reporting and statistical analysis on donors, funders, campaigns, and special events.
- Communicate regularly with the development and financial team to ensure direct deposits are recorded in the donation database and monthly reconciliation of DonorPerfect with general ledger.
- Ensure database accuracy and handle data entry for all funding.
- Manage acknowledgment letters (receipts), tax letters, and correspondence requests regarding donations in a timely manner, and ensure the accuracy and timeliness of all acknowledgements.
- Format receipts when verbiage is updated with appeals and newsletters throughout the year.
- Process and mail pledge reminders, receipts, acknowledgements, and other donor communications as required, devising systems where necessary.
- Fulfill data and reporting requests, including the production of targeted donor lists, mailing lists, regular progress reports, and extractions of data from the database for analytical purposes.
- Directly response to donor inquiries and complaints, via phone, email or letter, including problems with checks, credit cards, EFT and stock gifts.
- Maintain database modules – payment processing gateway, weblink donor forms, etc.
- Attend and support fundraising events.
- Respect the confidentiality of all constituents.

IN KIND DONATION PROGRAM

- Oversee and maintain the in-kind donation program.
- Assess the need for in-kind donations to enhance program/service delivery.
- Track in kind donation engagement, enter data, manage in-kind donor databases, pull reports, and analyze in-kind data and other administrative tasks.
- Effectively work with the development staff to utilize volunteers when necessary to sort, organize, and distribute in-kind donations
- Promote in-kind donation opportunities to the community including faith, corporate and civic organizations through outreach activities.
- Identify in-kind donors to be monetary donors to the organization.
- Ensure that in-kind donation procedures are followed and records of in-kind donations, maintained according to established procedures and provide reports to development and financial staff as necessary.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Current valid Texas driver's license

GENERAL SKILLS AND QUALIFICATIONS:

- Experience with donor database systems preferred.
- Bachelor's degree and/or equivalent combination of education and experience.
- Effectively function in team environment with staff, volunteers, board and committee members.
- Ability to prioritize and manage multiple tasks and responsibilities and meet deadlines.
- Proficient in Microsoft Office, Word, and Excel.
- Excellent organization skills and attention to detail.
- Excellent interpersonal skills with a high level of professionalism.
- Supports Arlington Life Shelter's mission and understands how it is organized and functions as a non-profit organization.
- Positive collaborative spirit and team-oriented attitude.
- Strong oral and written communications skills.
- Superior time management skills, multi-tasking abilities, team playing skills
- Knowledge of and/or experience with social service organizations desired.
- Core competencies include planning & priority setting, managing vision & purpose, composure, interpersonal savvy, technical learning, and learning on the fly.
- Ability to work equally well with staff members, clients, and volunteers.
- Ability to relate well to persons with varied backgrounds and beliefs.
- **Other Duties:** In accordance with the team philosophy of the agency, will routinely be required to carry out or assist with other tasks in addition to the activities listed above, as assigned by supervisor. Must act in accordance with the agency's mission statement and goals.

CHALLENGES OF THE POSITION

The Donor Relations & Database Coordinator role presents a unique challenge of working in a dynamic environment marked by growth and change. It requires a high degree of self-motivation, adaptability, foresight in addressing project requirements, effective management of multiple simultaneous projects, and seamless collaboration with a diverse range of team members within and outside of Arlington Life Shelter.

PHYSICAL EFFORT

Position requires sitting or standing for extended periods of time and speaking over the telephone and may require lifting.

LIMITATIONS AND DISCLAIMER

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. All job requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as required by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.