



JOB DESCRIPTION

Job Title:	Donor Relations Coordinator
Location:	Sports Authority Field at Mile High, Denver, CO
Department:	Development
Reports to:	Development Director
Supervises:	N/A
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

About the NSCD:

The National Sports Center for the Disabled (NSCD) *enables the human spirit through therapeutic recreation and sport*. Each year more than 3,100 children and adults with disabilities participate in our programs to improve the quality of their lives. With specially trained staff, a custom adaptive equipment lab and over 1,200 volunteers, the NSCD provides therapeutic recreation through a variety of winter and summer sports and activities to individuals with almost any physical, cognitive, emotional and/or behavioral diagnosis. Year-round programming is based out of Winter Park Resort and Sports Authority Field at Mile High.

Position Overview:

Under the supervision of the Development Director, the Donor Relations Coordinator will be primarily responsible for data entry, processing gift acknowledgement letters and maintaining data integrity in the donor database. The Donor Relations Coordinator is also responsible for all aspects of individual giving (\$1 – \$999) including the overall success of individual giving campaigns (including donor identification, retention, growth, and relationship building) and providing development team support for major gift campaigns. The Donor Relations Coordinator will assist with coordination of special events and support the NSCD’s mission at community events through speaking opportunities as requested by the Development Director. Other responsibilities of the position include administrative duties as they relate to donor data management and gift processing. The primary objective of this position is to provide comprehensive support for all development activities.

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

Donor Relations

- Assist with the creation and implementation of the annual development plan that incorporates a range of strategies including donor correspondence via direct mail, newsletters and email, giving campaigns, grants, corporate, civic faith and individual appeals, social media and special events.
- Aid in full-cycle donor relations efforts and development initiatives and manage the donor stewardship process.

- Conduct research, identify, qualify, solicit and steward donors of contribution up to \$999; contact potential donors through phone, targeted email and direct mail; Utilize team approach for prospect and donor management (e.g. log activity and contact reports).
- Ensure timely and appropriate donor recognition.
- Build lifelong, sustaining relationships with current individual and corporate donors.
- Support special event fundraising efforts when needed.

Database Administration

- Manage updated and accurate donor information in Raiser’s Edge donor database, including: data entry protocols, back-ups, gift processing, data integrity, reporting, and other database tasks.
- Identify and implement processes and improvements to ensure the integrity of the database, including troubleshooting/identifying inconsistencies and making corrections.
- Record, process deposit entry, and acknowledge gifts daily/weekly.
- Generate lists, run queries, batches and reports in Raiser’s Edge as needed to support Development and Finance teams.
- Collaborate with Development team to maintain donor and constituent record integrity.
- Work with Finance Team in accurately recording, coding and reconciliation of donor gifts monthly.
- Respond to donor inquiries regarding donations.

Professional Performance

- Adhere to all Personnel Policies and Procedures for the Agency.
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency.
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks.
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program.
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies.
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business.
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience.
- Actively strive to create and maintain a culturally sensitive environment through communication and interaction that demonstrates respect for diversity.

Other duties may be assigned

Qualifications

- A Bachelor’s degree in Communications, Nonprofit Management, or related field and three (3) years of individual giving and/or fundraising experience; or an equivalent combination of education and experience.
- Excellent communication and interpersonal skills.
- High levels of initiative (self-starter) and organization.

- Excellent written correspondence skills.
- Experience with donor or client relationship building and conducting one-on-one sales/donor/stakeholder meetings required.
- Experience with fundraising from individuals.
- Strategic thinker who communicates professionally and effectively with staff, volunteers, donors, prospects, and community stakeholders.
- Demonstrated ability to work independently in a fast-paced environment, meet multiple concurrent priorities, organize time and deadlines and work well as a collaborative team member and a strong sense of humor and integrity.
- Special event experience preferred.
- Must be computer proficient and possess experience of Microsoft Office Suite & Raisers Edge (or similar donor database software).
- Candidates must meet background check criteria regarding clearance to drive the NSCD vehicles.

Work Schedule

This is a full time, year round position. The typical work schedule is Monday – Friday 8:00 am – 5:00 pm. This position may require some weekends and/or evenings to support the needs of the agency.

Salary: A competitive compensation and benefits package is available

Physical Requirements

- Dexterity, auditory and visual acuity to operate computers and phones or mobile devices.
- Auditory and visual acuity to interact with guests, sponsors, donors and clients on a daily basis.
- Able to work for long periods of time without break during the conduct of presentations and events.
- Able to lift 25 lbs. with minimal assistance.
- Able to work outside year round in varying conditions.
- Able to successfully manage multiple, high priority tasks in a fast-paced environment.
- Must meet background check criteria regarding clearance to drive the NSCD vehicles.

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. The NSCD may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

Employee Signature

Date

Equal Employment Opportunity (EEO) Policy

The NSCD is dedicated to the principles of equal employment opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, sex, color, creed, religion, national origin, disability, sexual orientation, ancestry, citizenship, veteran status, genetic information, or any other applicable status protected by state or local law. The NSCD will consider providing reasonable workplace accommodations if needed.