



JOB TITLE:	Development Coordinator	
STATUS:	Full-Time; Non-Exempt	
SALARY:	\$19.23 to \$21.60 /hour, depending on experience. Generous benefits including vacation and sick leave, 100% employer paid medical, dental, vision, and long term disability for employees, 401 (k) employer match and EAP.	
DEPARTMENT:	Resource Development	
REPORTS TO:	Director, Individual Philanthropy	Last Updated: June 2020

Our Mission: Our mission is to create and support 1-to-1 mentoring relationships that ignite the power and promise of youth.

Big Brothers Big Sisters makes meaningful mentorship matches between volunteers and youth ages 6-18. We then provide the training, resources and support necessary for those matches to succeed.

At Big Brothers Big Sisters, diversity, equity, and inclusion (DEI) is an integral part of our values and mission. We recognize, affirm, and celebrate the diverse backgrounds, lives, and experiences of all of our stakeholders, including youth, families, donors, volunteers, and staff. We ensure the opportunity for all voices and perspectives to be heard and honored. In the workplace, we foster an environment where all people can be their best selves. We affirm that every person [regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, gender expression, ideology, income, national origin, race or sexual orientation, marital or veteran status] has the opportunity to reach their full potential. We strive to realize the full potential that is within all of us by ensuring that all voices and perspectives are heard and honored.

Each employee in Big Brothers Big Sisters of Puget Sound helps to extend the mission of the agency in particular ways as outlined in the position description.

JOB SUMMARY:

The Development Coordinator is a key player in a dynamic and growing agency Resource Development team. The position's primary responsibilities include the management and integrity of the donor/constituent database and helping with the care and solicitation of our donors. The Development Coordinator will also play an active role in the team's special events, donor solicitation and appreciation activities, as well as campaigns. This is a key position to analyze trends, help to improve systems and performance, and effectively implement procedures to support the growth, development, and retention of donors. This position requires an enthusiasm for making a difference, an analytical eye, writing capabilities, strong organizational skills, efficiency in managing multiple tasks, and a desire to grow professionally. The nature of this work requires availability on some nights and weekends.

ESSENTIAL RESPONSIBILITIES:

Management of Donor Information

- Manage our Raiser's Edge software, becoming an agency expert on the database and NXT capabilities and functionality.
- Implement functions of Raiser's Edge NXT for donor engagement, tracking, and analytics

- Track new NXT functionalities, make recommendations for team use. Build the skills to impart learnings and train others.
- Proactively update and maintain accurate constituent paper/electronic data records. Develop procedures and train staff to ensure consistent/effective data collection and recording.
- Design, run and ensure accuracy of database-generated reports for resource development use.
- Provide excellent customer service while responding to donor inquiries and concerns. Resolve gift-related issues in a professional and timely fashion.
- Process all gifts and ensure they are acknowledged in a timely and accurate manner. Implement gift acknowledgment processes to ensure compliance with IRS requirements and fundraising best practices.
- Produce gift and database reports on a timely basis.
- Analyze end use of data for maximum support of the BBBSPS mission and help augment growth-oriented decision-making.
- Work with accounting department to ensure regular reconciliation of contribution data between systems.

Donor Support and Stewardship

- Support solicitation and stewardship plans for all donors, with emphasis on donors giving \$1-\$999.
- Lead components of the donor communications schedule to ensure timely and meaningful interactions, deepening the commitment of donors to our work.
- Collaborate in creation and execution of supporter campaigns
- Write donor appeals, including direct mail and email solicitations
- Oversee all broad-based stewardship, ensuring donors feel appreciated and informed through regular connection and reporting activities.
- Engage with supporters and donors of all levels, often serving as a first point of communication for the team through phone and email.
- Provide excellent customer service while responding to donor inquiries and concerns. Resolve gift-related issues in a professional and timely fashion.
- Conduct prospect research on potential major donors, individual donors and corporate donors. Communicate donor prospects to development team, CEO and board members.
- Collaborate in creation and execution of supporter campaigns including Microsoft, Holiday, and Waitlist.
- Write some donor cultivation and solicitation pieces, including newsletter articles and email appeals
- Serve as a speaker on occasion at fundraising/recruiting activities.

Event Support

- Play a primary role in supporting special events – such as the BIG Invitational and Corporate Bowl For Kid's Sake Events
- Play a support role for major agency events – BIG Breakfast and BIG Event – including providing guest communications, auction item procurement and planning event day logistics.
- Play a primary role in the planning and execution of our Spirit of 12 Seahawks games, including volunteer recruitment, registration, and assignments, as well game day execution
- Maintain event databases in Greater Giving and Raiser's Edge (or any future databases)
- Ensure accurate accounting, attendance, and in-kind items are managed for the auction and Raiser's Edge

Other

- Other duties as assigned.

REQUIRED JOB QUALIFICATIONS:

- Database skills; experience with reports, data input and understanding how to find information. Experience with fundraising software such as Raiser's Edge preferred.
- Detail-oriented, organized self-starter. Proactive in finding and implementing solutions. Able to prioritize and perform multiple tasks with varying levels of urgency to meet deadlines with no loss in accuracy.
- High proficiency in Microsoft Office with an emphasis on Excel, Word, and Outlook.

- Excellent oral and written communication skills reflecting solid customer service in person and via telephone and email, ability to effectively communicate agency vision and goals.
- Ability to work independently and collaboratively, exercising good judgment, decision-making and problem-solving skills to achieve team goals.
- Flexibility to shift tasks and priorities to allow for support of program and event planning with a “can-do” attitude.
- Experience within a fund development department with demonstrated success in data management or event management, annual giving, prospect research and/or donor solicitation responsibilities preferred.
- Ability to work occasional evenings and weekends when necessary.
- Desire to grow as a fundraising professional, ready to be coached and learn from experts in the field.
- Bachelor’s degree preferred.
- Valid US driver’s license, insurance coverage, and consistent access to a reliable mode of transportation: the job requires frequent travel for local meetings and events.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization.

WORK ENVIRONMENT:

The environmental conditions described are representative of those that must be met by an employee to successfully perform the functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Routine office environment
- Frequent independent travel
- Physical demands: While performing duties of job, employee is frequently required to stand; walk; sit; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus

Equal Employment Opportunity

Big Brothers Big Sisters Puget Sound is a progressive, equal opportunity employer committed to creating a welcoming work environment. BBSPS does not discriminate on the basis of age, race, creed, gender, religion, marital status, veteran’s status, national origin, disability, or sexual orientation. We are committed to a diverse, socially just, and welcoming work environment and people of color, people with varying abilities, and people of all sexual orientations and gender identities are especially encouraged to apply.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

To Apply: Please submit a cover letter and resume to jobs@bbbsps.org with “Development Coordinator” in the subject line