



POSITION DESCRIPTION:

Donor Relations & Database Coordinator

This position description is intended to describe the general nature and level of work being performed by people in this category. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of people in these positions.

DATE: July 2021

DEPARTMENT: Communications & Development/Outreach

REPORTS TO: Communications & Development Lead (in-Village), and Director of Development & Outreach

CLASSIFICATION: Long-Term Volunteer

POSITION SUMMARY

The Donor Relations & Database Coordinator helps promote Holden Village’s mission, vision, and values through engagement with current and prospective donors and the extended Holden community. This position is the backbone support for building relationships with the wider Holden community and is responsible for all gift recording, maintaining accurate constituent records, and thanking and corresponding with individuals using a CRM database. They engage people and organizations through donor communications, the annual online auction, and other outreach events.

MAJOR FUNCTIONS (principal duties and responsibilities; such as client/categories supported, staff size, volume managed, etc)

Specific responsibilities include but are not limited to the following:

- Ensure that Holden’s extended community is included in the life and rhythms of the Village
- Maintain an accurate donor database, while recording, tracking, and acknowledging all gifts to Holden Village
- Field calls from donors and act as the first point of contact for donor questions
- Assist with writing and editing donor acknowledgment letters and other donor communication copywriting
- Track donor giving and provide information and analysis to management
- Manage online wish list, including regularly connecting with all Village teams for updates
- Organize gift acknowledgement for in-kind donations and distribute donated items to appropriate teams
- Help clean-up and maintain the donor database for up-to-date accuracy
- Partner with Accounting to reconcile the donor database and accounting software regularly
- Assist with creating queries and mailing lists from donor database
- Assist in the creation of a data-entry manual for donor CRM and maintain the structure of CRM fields, tracking codes, etc.

- Perform related department administrative duties
- Keep orderly files, especially gift documentation
- Identify people and organizations who have compelling stories about their experiences at Holden Village
- Support programs and special events both in and out of the Village for all Communications & Development/Outreach efforts
- Provide support for Jubilee Auction such as writing auction item descriptions, organizing and putting together items, data entry and acknowledgements
- Assist with mailings or other marketing efforts to current and potential donors
- Revise and update Position Manual on a regular basis

KNOWLEDGE AND SKILLS REQUIREMENTS (position specifications; such as knowledge/education, skills, problem solving/decision making, risk/bottom line results, management responsibility – people and functions)

Specific knowledge and skills include but are not limited to the following:

- Bachelor's degree or equivalent experience in relevant fields such as nonprofit or database management, and experience with CRM databases or donor management databases a plus
- Experience managing large amounts of data, working with spreadsheets, mass email software, workflow management software, and customer service
- High ethical standards and confidentiality in dealing with sensitive information
- Strong writing, editing, and interpersonal communication skills
- Joy in maintaining accurate data, exploring database functions and creating systems efficiency
- Demonstrate exemplary customer service in all exchanges
- Comfort and patience in working with a wide variety of people, skills, ages, and abilities
- Commitment to collaborative strategic planning and working as a team
- Enthusiastic problem solving and innovation, creativity and imagination
- Ability to multitask and prioritize work
- Creative attention to Village events and issues
- Independence, self-motivation and attention to details
- Ability to work both independently and collaboratively to meet deadlines

UNIQUE REQUIREMENTS (particular knowledge/skills related to client and/or agency needs)

Holden Village is a remote community located in the North Cascades wilderness. Holden Village also has operations in the 25-Mile Creek area on the south shore of Lake Chelan.

- Commitment to serve Holden's mission of welcoming all into the wilderness to form and renew their relationships with God, the earth, and each other
- Commitment to the terms of the Staff Covenant, including: attending worship, weekly staff meetings, and participation in Village contributions of the dish team, garbology, and stoking. Each staff member agrees to read and follow Village personnel guidelines

- Staff members are expected to serve in other Village roles and projects as needed. Some examples include: first aid team, fire brigade, seasonal program events and activities, help with worship, and attendance at volunteer trainings
- All staff members are expected to engage & help all Villagers to integrate into community life
- Commitment to 1-year engagement with Holden Village