

**Ronald McDonald House Charities® of Greater Las Vegas
Donor Relations Coordinator Job Description**

Job Title: Donor Relations Coordinator
Reports To: Chief Development Officer
Status: Full-time Exempt

FLSA STATUS

This position is classified as full-time exempt status in accordance with the Fair Labor Standards Act (FLSA) guidelines.

SUMMARY

The Donor Relations Coordinator is primarily responsible for leading RMHC's individual giving efforts to assist the organization in reaching its overall fundraising goals. This includes, but is not limited to, donor solicitation, cultivation, stewardship, and recognition of donors within the annual giving, indirect public support, and direct mail programs. The Donor Relations Coordinator is also the staff lead for RMHC's young professionals group, the Red Shoe Society. This position works as a part of a highly collaborative Development Team. The Donor Relations Coordinator is an exempt employee that reports directly to the Chief Development Officer.

ESSENTIAL DUTIES & FUNCTIONS

Responsibilities include, but are not limited to:

- Promotes an atmosphere of warmth, understanding, and compliance with compassion; Maintains supportive and positive communications with fellow staff, volunteers, families and donors.
- Executes the solicitation, cultivation, stewardship, and recognition of all individual and recurring donors, giving \$1-\$999 annually
- Develops and manages relationships with referenced donors in alignment with Development Plan
- Develops appropriate written communications and meaningful engagement opportunities to current and prospective donors
- Works with the Marketing Coordinator to maintain and update physical and digital stewardship resources, such as physical thank you cards, automated welcome series, or video content
- Works with the Database Coordinator to maintain and update donor acknowledgement letters
- Executes the solicitation, cultivation, stewardship, and recognition of individual in-kind donors, including those who participate in the Pop Tab Program
- Serves as the primary staff liaison with the Red Shoe Society and assists with logistics and coordination with corresponding staff
- Engages development team to ensure coordination and alignment with all fundraising activities
- Represents Chapter/House to various audiences in professional manner consistent with image and mission of this organization
- Serves as a member of the Development Committee and participates in other committees, as needed
- Any other tasks, duties, or responsibilities as assigned

COMPETENCIES/SKILLS

To perform the position of Donor Relations Coordinator successfully, an individual should demonstrate the following competencies/skills:

- Observes safety and security procedures and follows organizational policies and procedures
- Excellent written and verbal communication skills is a must
- Establishes and maintains effective relationships
- Strong attention to detail
- Communicates effectively, both verbally and in writing, in a positive manner in both positive and negative situations
- Comfortable being in videos, mainly for donor stewardship

- Adapts to changes in the work environment
- Time management skills with the ability to prioritize multiple projects
- Assesses own strengths and weaknesses; seeks feedback for improvement; pursues training and development; continues to build knowledge; and shares expertise with others
- Self-starter in alignment with organizational objectives and goals
- Generates creative solutions
- Follows instruction; responds to management direction; meets productivity standards; and completes work in a timely manner

QUALIFICATIONS

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

- Passion for the mission of Ronald McDonald House Charities of Greater Las Vegas
- Bachelor’s degree and/or 2-3 years of fundraising, or other relevant experience
- Advanced knowledge of all Microsoft Office software, specifically Word and Excel
- Fluency in or ability to learn and utilize various fundraising software
- Knowledge of Salesforce Database software, preferred
- Knowledge of basic fundraising and community relations principles
- Ability to effectively present information and respond to questions from donors and the general public
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, fractions, and decimals
- Ability to solve practical problems and deal with a variety of real-world scenarios
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule format
- Ability to drive a cargo vehicle
- Clean driving record and valid Nevada State Driver’s License

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of Events Assistant. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Regularly required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl for up to 8 hours with breaks in accordance with the law
- Ability to lift and move 25 pounds
- Ability to push and/or pull up to 25 pounds
- Hand and wrist dexterity for repetitive motion for typing and use of computer mouse
- Regularly required to talk, hear, taste, or smell
- Frequently required to use hands to finger, handle, or feel and reach with hands and arms
- Must have close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- Regular attendance during regularly-scheduled business hours, occasional nights and weekends
- The noise level in the work environment is usually moderate office noise, but may vary
- May be requested to work overtime and weekends for special programs and events
- Work environment may be indoors or outdoors