



Make-A-Wish Foundation® of Ohio, Kentucky & Indiana
JOB DESCRIPTION

Name:	
Job Title: Donor Care Coordinator	Location: Chapter HQ
Reports to: Chief Development Officer	
Supervisory Responsibilities: interns, volunteers	
Type of position:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	

Reporting Structure:

Employee reports to the Chief Development Officer

Position Summary: Plan, coordinate and manage cultivation, recognition and stewardship activities, processes and functions designed to increase awareness and support of the Foundation while deepening relationships between donors and the Foundation. Provides customer service to Foundation donors by fulfilling organizational commitments for donor benefits. Coordinates with Finance to confirm stewardship and acknowledgement processes are complementary.

Primary duties:

- Manage and ensure fulfillment of promised donor benefits by establishing and supporting a chapter wide process engaging staff and volunteers.
- With Chief Development Officer, craft and execute the annual giving campaign for all chapter donors; coordinate complementary chapter and regional efforts.
- Provide customer service to those donors who qualify for Wishes Forever or Legacy of Wishes status by establishing, supporting and delivering appropriate donor benefits.
- Coordinate donor recognition clubs as a primary tool of coordinating chapter wide implementation of annual giving strategies.
- Establish and support processes for thanking contributors making donations through nationwide direct mail, wish.org and other extramural sources.
- Serve as organizational expert in using Raiser’s Edge to provide reporting and recognition while honoring commitments made to donors.
- Coordinate centralized vendor support creating and managing a common, consistent and progressive series of donor benefit and recognition pieces.
- Provide support to the CEO and Chief Development Officer in the identification of donor prospects and any resulting solicitation, cultivation and stewardship.

The Make-A-Wish Foundation is an equal opportunity employer.



Make-A-Wish Foundation® of Ohio, Kentucky & Indiana

JOB DESCRIPTION

Essential Job Functions:

Administrative

- General administrative duties including processing correspondence, answering inbound telephone calls, responding to email requests, packaging shipments, reconciling vendor invoices and coding for payment, etc.
- Accurately record gifts and pledges as needed.
- Create and maintain data in Raiser's Edge that accurately details the full record of donor transactions and relationships.
- Acknowledge gifts and pledges in a timely manner as needed.
- Insure that donors are properly receipted for their gifts as needed.
- Interface with Finance for gift reconciliation, correct channeling of funds, invoicing and periodic reconciliation of accounts specifically as it relates to donor stewardship.
- In collaboration with Finance, send pledge reminders on schedule.
- Ensure that donors are placed in the correct giving clubs.
- Ensure that matching gifts from donor employers are solicited and received.
- Participate in donor recognition activities including recognition of donor birthdays and anniversaries.
- Coordinate management of adopt-a-wish activities by leading the established process and supporting appropriate follow-up insuring that the donors are connected to the right child.
- Develop and maintain a donor processing operations and standards manual.

Leadership

- Establish a structured, systematic program of stewardship that will outlast changes in staff and ensure perpetual cordial relations with donors.
- Seek continuous improvement of the stewardship function including streamlining tasks and developing efficiencies in gift processing.
- Pursue continuing education and training on the Foundation's development software as well as the best practices of stewardship.
- Maintain the Foundation's reputation for integrity, responsibility, caring, and prudent management of donor gifts.
- Arrange and prepare plans, budgets, scripts, schedules, printed material, contracts, and publicity in consultation with Communications and Marketing Coordinator as required.
- Coordinate with vendors as needed.
- Ensure that the Foundation's volunteer leadership and other top donors and donor prospects are included in appropriate Foundations events and are recognized for their service and generosity.
- Manage all aspects of the annual giving program, including soliciting donors and others for additional financial support, providing donors with reports on the activities of their respective funds, and conducting recognition events and activities for donors.
- With the CEO, Chief Development Officer and other key staff, provide moves management expertise for all major donors and major donor prospects.
- Attend appropriate stewardship and recognition events, and coordinate feedback from

The Make-A-Wish Foundation is an equal opportunity employer.



Make-A-Wish Foundation® of Ohio, Kentucky & Indiana

JOB DESCRIPTION

staff and volunteers on contacts made.

- Inform the CEO, Chief Development Officer and other key staff of important facts and information regarding major donors, i.e., birthdays, anniversaries, special accomplishments, in connection with cultivations and solicitations.
- Engage in prospect research activities on behalf of the Foundation.
- Responsible for operation of all giving clubs.
- Develop effective donor recognition strategies, including yearlong, highly individualized projects.
- Implement donor recognition program consistent with annual development work plans.

Essential Skills and Abilities:

- Exceptional appreciation for and aptitude in creating donor stewardship processes.
- High caliber customer service abilities in person, on the phone and through email.
- Demonstrates exceptional communications skills with audiences including community, corporate, professional and volunteer constituencies.
- Ability to manage multiple projects simultaneously and achieve objectives.
- Shows consistent and positive interpersonal and verbal/written communication skills.
- Can physically stand for long periods at Make-A-Wish® display and carry/set-up display materials.
- Working knowledge of child development and childhood illnesses & treatments.
- Travel required within the 3-state area; additional travel may arise based on business needs.
- Must be social media savvy for research purposes, media releases, communications.
- Database expertise and computer proficiency.

Essential Education & Experience:

- BA/BS or equivalent combination of education and work experience in marketing, communications, creative writing.
- Ability to work autonomously in a changing environment while keeping supervisors appropriately appraised of issues, problems, opportunities and progress.
- Exhibits a work style that promotes teamwork, enhances creativity and motivation, facilitates communications and builds consensus.
- Experience with database systems such as Raiser's Edge; strong fiscal knowledge and data analysis ability.
- Experience enhancing infrastructure and administrative systems.
- A positive attitude, creativity, and flexibility; ability to tolerate ambiguity and foster change.
- Experience with participatory, cooperative, program planning and execution.

Qualifications

- BA/BS or equivalent combination of education and work experience in marketing, communications, creative writing.
- Ability to manage and prioritize multiple tasks effectively and achieve objectives.
- Ability to build and sustain productive long-term relationships.

The Make-A-Wish Foundation is an equal opportunity employer.



Make-A-Wish Foundation® of Ohio, Kentucky & Indiana

JOB DESCRIPTION

- Detail-oriented and well organized.
- Show ability to motivate and support a diverse constituency in a team-oriented atmosphere.
- Excellent communication and customer service skills.
- Able to successfully work in a collaborative, team-oriented organization.
- Commitment to and a passion for the mission of the Make-A-Wish Foundation.
- Valid driver's license and reliable transportation.

Physical Demands:

The physical demands and work environment listed here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable a person with disabilities to perform the essential functions.

- **Physical Demands:** While performing this job employees may occasionally require to talk, stand or sit for long periods of time, walk, climb stairs, key data, stoop, twist, bend, crawl, speak and hear. Employees may drive a motor vehicle and may be required to travel during business hours and overnight up to 20% of the time. Person must also be able to move/lift up to 20 pounds.
- **Work Environment:** While performing this job employee is exposed to weather prevalent at the time with varying noise levels.

The Make-A-Wish Foundation is an equal opportunity employer.



Make-A-Wish Foundation® of Ohio, Kentucky & Indiana

JOB DESCRIPTION

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All staff may be required to perform duties outside of their normal responsibilities as needed. The employee is expected to adhere to all company policies.

I have read and I understand this explanation and job description.

Employee Signature

Date

Supervisor Signature

Date

The Make-A-Wish Foundation is an equal opportunity employer.