

LUTHERAN LIFE VILLAGES

Job Description

Division: Lutheran Life Villages

Position Title: Donor Relations Coordinator

Reports To: Director of Philanthropy

Exempt Status: Non-exempt

Date: 12/20/2020; 12/9/2022

As an expression of Christ's love, we serve individuals, and their caregivers with compassion and respect for independence, wellness, and spiritual life.

General Statement of Duties:

The Donor Relations Coordinator ensures that all supporters and donors to Lutheran Life Villages have an authentic and positive experience interacting with our organization. The Donor Relations Coordinator assists the Director of Philanthropy with implementing the Fund Development Plan, including: donor cultivation and stewardship, fundraising events and appeals, data integrity and analysis, and our community engagement, involvement, and relationship building efforts.

Essential Job Functions

- a) Process donations and prepare acknowledgement letters, receipts, and other correspondence
- b) Coordinate the tracking of donor relations in the Raiser's Edge NXT system
- c) Assist in prospect research and donor prospect management
- d) Prepare materials for distribution and handle copying, filing, mailing, and e-mailing
- e) Coordinate mailings such as appeal letters, invitations, and holiday cards
- f) Assist with maintaining volunteer files and record volunteer hours in the current electronic system
- g) Works with volunteers to coordinate bulk mailings for the fundraising department or other departments as needed.
- h) Participates in the planning and implementation of special events
 - i. Regularly occurring LLV and community events
- i) Continually update and maintain donor database records. Maintain notes on prospect and donor activities
- j) Assist in the implementation of the donor recognition plan
- k) Maintain confidentiality of employee, donor, prospect, vendor/supplier, and other corporate records
- l) Supports the Director of Philanthropy and sales team as required beyond just fundraising and sales events

Job Qualifications

- a) Education/Training
 - i. An associate's degree, or equivalent, is required.
- b) Experience/Required Knowledge, Skills, and Abilities
 - i. Demonstrated strong verbal, interpersonal and organizational skills
 - ii. Customer Service focused
 - iii. Fundraising CRM experience is preferred

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- iv. Event Management experience a plus
- v. Grant Writing experience a plus
- vi. Detail oriented with the ability to organize and prioritize work
- vii. Demonstrated strong computer skills in multiple programs
- viii. Self-Motivator
- ix. A team-player, who values and models working collaboratively; a hard worker with a high energy level; who is extremely customer service oriented
- x. Ability to communicate effectively in English.

Equipment

1. Standard Office Equipment
2. Microsoft Office products
3. Raiser’s Edge Fundraising software
4. Transportation for off-campus meetings and visitations to all Organizational campuses.

Physical Demands

Physical Demands *(Place x in appropriate box for each item. Add items or notes, if needed.)*

Physical Requirements	Rarely (0-12%)	Occasionally (12-33%)	Frequently (34-66%)	Regularly (67-100%)
Seeing: Must be able to read and use computer				x
Hearing: Must be able to hear well enough to communicate with coworkers				x
Standing/Walking		x		
Kneeling/Squatting		x		
Sitting				x
Work at computer for long periods				x
Lifting/Pulling/Pushing 25 lbs	x			

Physical Requirements	Rarely (0-12%)	Occasionally (12-33%)	Frequently (34-66%)	Regularly (67-100%)
Twisting/Bending	x			
Fingering/Grasping/Feeling			x	

Working Conditions

Normal office working conditions apply.

Expectations for All Employees

1. All employees will support the organization’s mission and vision by modeling LIFE Values: Leadership, Impact, Friendship, and Excellence through their daily actions.
2. Maintains confidentiality of all information.
3. Adherence to safety measures: assures infection control and standard precaution practices are maintained; uses protective devices when performing tasks according to OSHA, infection control, and universal standard regulations; reports all hazardous conditions; follows fire/tornado/emergency and other safety policies and procedures; keeps work area free of hazards; and follows safety precautions when using equipment and supplies.
4. Participation in mandatory in-service training and essential meetings.
5. Observes Corporate Code of Conduct in job performance.
6. Follows HIPAA guidelines.
7. Maintains positive work atmosphere through behavior and communication in a manner that gets along with residents, families, visitors, co-workers, and management
8. Regular attendance to ensure care to residents.
9. Recommends changes in office practices and procedures.
10. Flexibility for other assigned tasks.

NOTE

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

 Signature

 Date

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Printed Name