

**Job Title:** Donor Stewardship Coordinator

**Reports To:** Director of Major Gifts

**Department Name:** Development

**Department Code:** 403

**FLSA Class**

**Salary Grade:** 3

**(Exempt/Non-exempt):** Exempt

**Starting Salary:** \$41,260

**Hours/Workdays:** Standard workday; some evening and weekend work

**Shift Differential (Yes/No):** No

**Primary Purpose:**

Responsible for handling all donor stewardship activities and touch points for the Major Gifts team thereby enhancing the productivity of a portfolio major gifts program. Duties include managing major donor stewardship, handling cultivation and stewardship events and following through on corporate sponsor requests

**Qualifications:**

**Education/Certification:**

Bachelor's Degree in Business, Public Administration, Liberal Arts or related discipline

**Special Knowledge/Skills/Abilities:**

- Must have the ability to work on multiple projects with minimal supervision and manage one's own time effectively;
- Proficiency in Microsoft Word, Excel and Outlook; Knowledge of CRM systems; The Raiser's Edge preferred;
- Knowledge of basic budget procedures;
- Ability to work as a team member within our fundraising program, supporting department goals;
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times;
- Talking to others to convey information effectively;
- The ability to listen to and understand information and ideas presented through spoken words and sentences. Ability to effectively present information and respond to questions from staff, partner agencies/schools, clients, donors, community organizations, and the general public;
- Communicating effectively in writing as appropriate for the needs of the audience;
- Ability to write donor proposals, briefing memos, stewardship/cultivation reports, business and stewardship correspondence, and procedure manuals;
- Must be a highly energetic professional with a track record of building donor relationships;
- Integrity, enthusiasm, perspective, flexibility and a strong work ethic;
- Superior writing and oral skills; the ability to understand and translate information for intended audiences with clarity, crispness and elegance;

- A deep appreciation for, and an ability to articulate, the mission of the Houston Food Bank;
- The intellectual depth, maturity, wisdom, and collaborative skills to garner the trust and confidence of donors, volunteer leaders, staff and other constituents;
- Excellent interpersonal skills with a demonstrated ability to work well with people at all levels, and a strong commitment to teamwork;
- Willingness to travel and work outside of the office as necessary;
- Comprehensive knowledge of standard office practices, procedures, equipment, and techniques;
- Attention to detail and pro-active;
- Strong organizational skills;

**Competencies:**

- Communication
- Ethical Practice
- Equity/Inclusion
- Relationship Management

**Experience:**

Two to three years' experience in fundraising with a desire to learn more about major gifts.  
Equivalent combination of education and experience considered

**Major Responsibilities and Duties:**

- Manage effective working relationships with Communications and other departments/teams to increase the efficiency of the Major Gifts Team
- Track, update and send annual, personalized stewardship reports for all managed donors
- Draft letters to accompany mailings and impact reports
- Manage donor actions
- Assist/Manage personalized mailings to major donors
- Manage all details for cultivation and stewardship events for corporate and individual donors, pulling invitation lists, handling invitation design and menu/program, manage RSVPs and working the events
- Schedule special volunteer requests by corporate donors and follow up as needed with other departments
- Handle the details for volunteer/event walk throughs, media events and/ or check presentations) with corporate partners and manage logistics for their onsite visits
- Manage Feeding Hope Society benefits, mailings and events
- Handle pledge reminder system for donors
- Managing the Major Gifts calendar
- Manage corporate benefit fulfillment process using Asana

- Follow up with corporate prospects as needed
- Adhere to **PACT** values. (**Purpose:** Using our strengths passionately to contribute to our mission. **Accountability:** Choosing to rise above one's circumstances and demonstrating ownership to achieve results. See It. Own It. Solve It. Do It. **Courage:** Standing up for what's right and taking action. **Transparency:** Doing things openly and honestly.)
- Perform other duties as assigned.

**Supervisory Responsibility (Yes/No): No**

**Equipment Used:**

- Desktop computer, scanner, copy machine, cell phone
- Outlook, ADP Workforce Now
- SharePoint
- Google Suite

**Working Conditions:**

- No hazardous or significantly unpleasant conditions (such as in a typical office). Frequently also in warehouse environment.
- Prolonged sitting and use of computer with repetitive hand/finger motion
- Continuous interface with personnel and the public
- Occasional periods of intense and varied demands

**Terms of Employment**

Salary and work year to be established by Director of Major Gifts

**Evaluation**

Performance of this job will be evaluated annually by Director of Major Gifts

**Performance Measures**

- Contribution to annual fundraising goals
  - Ability to work as a team member within our fundraising program, supporting department goals
  - Thoroughly understand the Houston Food Bank, its mission and policies, culture, values, history, key stakeholders, programs, and finance
  - Represent HFB in professional manner
  - Assumes responsibility for related duties as required or assigned.
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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not and exhaustive list of all responsibilities, working conditions, qualifications and skills that may be required.

Reviewed and agreed to by: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Printed Name: \_\_\_\_\_