

ADP TOTALSOURCE / AIDS FOUNDATION HOUSTON, INC. JOB DESCRIPTION
JOB TITLE: DONOR DEVELOPMENT COORDINATOR

Reports To: Director of Development	Status: Exempt
Prepared by: ADP TotalSource	Date: 2022
	Salary: \$45,000+ based on experience

**TO APPLY FOR THE DONOR DEVELOPMENT COORDINATOR POSITION PLEASE SUBMIT RESUME TO
HR@AFHOUSTON.ORG**

SUMMARY: Identifies, engages, cultivates, solicits, and stewards current and prospective donors in expanding their financial support of the work of AIDS Foundation Houston (AFH). Responsible for meeting an annual revenue target by working with an assigned portfolio of donors and prospects to advance the mission of the organization and assist with donor engagement with our mission through increased giving.

CORE COMPETENCIES: **Ethical**-Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values. **Leadership**-Exhibits confidence in self and others; inspires and motivates others to perform well; accepts feedback from others; gives appropriate recognition to others. **Professionalism**-Approaches others in a tactful manner; reacts well under pressure; treats other with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments. Team player committed to developing and working within a collaborative and inclusive environment and to ensuring the highest-level of donor/partner service. **Initiative**-Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes advantage of opportunities; asks for and offers help when needed. **Interpersonal/Communication Skills**-Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to new things; manages difficult or emotional situations; responds timely to client needs; solicits feedback to improve service; meets commitments. **Oral Communication** -Speaks professionally in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings. **Written Communication** -Writes clearly and informatively; edits work for spelling and grammar; varies style to meet needs; presents numerical data effectively; able to read and interpret written information. **Problem solving**-Identifies and resolves problems in a timely manner; works well in-group problem solving situations; uses reason when dealing with emotional topics. **Judgment**-Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

DUTIES AND TASKS

Planning and Implementation

1. Prioritizes and plans work; uses time efficiently; plans for additional resources; sets goals and objectives.
2. Assist in the creation of position, program, department, and agency plan, as assigned.
3. Utilize position and knowledge to add to the development and execution of ongoing strategies for qualifying donors to ensure retention and growth of donor contributions as well as recapture of previous donors.
4. Manages an assigned portfolio of donors and prospects with intent to form deep relationships. Responsible for minimum annual fundraising goal.
5. Solicit, cultivate, and steward assigned donor portfolio, and other donors as assigned, through virtual (zoom, phone, text, email) and face to face visits, including preparation of personalized materials (as needed).
6. Implements programs/activities to identify, cultivate, solicit and steward donors with an emphasis on maximizing revenue for AFH. Works to identify, cultivate, solicit and steward appropriate donors and identifies potential planned giving prospects.
7. Develop donor management plans for entire portfolio resulting in strategic, knowledgeable and complex asks.
8. Collaborate with others in our department, other departments, and partners to create customized solicitation strategies matching the programs and events of the organization and interests of the donor/prospect.
9. Read and implement the agency Strategic, Annual and Departmental plans.
10. Use calendar to schedule work duties, meetings, and planning activities.
11. Participates in other fundraising projects as assigned.

Administrative and Coordination

1. Print, write, and mail some development department correspondence.
2. Enters, completes records and pulls lists from Salesforce for donor management, reporting and forecasting.
3. Enters donation batches as well as agency contacts in Salesforce with accuracy and completeness.
4. Updates, on a timely basis, donor records in Salesforce databases following donor contacts, activities, and action items.
5. Assist in working with vendors, City of Houston, and all other logistic professional services to ensure successful fundraising events.
6. Provides phone, email, and written follow-up for all sponsorships, donors, and guests for the events.
7. Assist DoD and CDO with administrative tasks as activities as assigned
8. Assist Event coordinator/contractor/vendors as needed with event logistics and execution

Volunteer Duties

1. Assist Volunteer Services Lead regarding volunteers for events, department administrative needs, and other activities as needed.
2. Support event coordinator//contractor/vendors as needed at events and agency functions.

Program Compliance Expectations

1. Implement policies, best practices, guidance, standards to create framework for effective fundraising.
2. Implement department programming and selected fundraising models.
3. Understand and implements program /department organizational development to increase efficacy, better services, and outcomes.
4. Use and ensure the compliance of all protocols as required by funding sources.
5. Complete and submit timely and accurate documentation; financial/program paperwork, forms, letters, surveys, reports, meeting notes, and all other required correspondence, ensuring it is according to departmental standards.
6. Expertise in general office practices and procedures and uses them effectively to streamline work.
7. Through the Quality Management Program look for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Agency Compliance

1. Consistently at work and on time, ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
2. Follow instructions; takes responsibility for own actions; keeps commitments; commits to complete additional work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
3. Read, understand, and follow AFH Policies and Procedures.
4. Maintain appropriate levels of documents regarding files, reports, correspondence, personnel, and financial paperwork.
5. Attend meetings as scheduled.
6. Communicate proactively and professionally with peers and stakeholders through all modes of communication.
7. Follow all regulatory requirements for reporting suspected abuse or neglect.
8. Carries out any additional assignments required to fulfill the mission of AFH.

Stakeholder Interactions/Relationships

1. Form professional relationships with all stakeholders - clients, target populations, donors, volunteers, interns, vendors, and community partners.
2. Ability to be culturally and linguistically competent in serving the needs of diverse clientele including but not limited to all racial, minority, and ethnic groups, substance abusers, homeless, gay/lesbian, bi-sexual, transsexual, and transgender populations.
3. Provide professional level presentations to internal and outside groups on AFH programs and activities as it relates to development and fundraising.
4. Develops ongoing relationships with existing and potential donors for the benefits of AFH. Accountable for cultivating relationships for individual and organizational fundraising as outlined below:
 - a. *Individuals*: Cultivates relationships with individual donors personally and by supporting volunteer leaders in peer-to-peer outreach, as appropriate, using the donor cultivation matrix, giving circle, and events.

- b. *Organizations*: Cultivates, solicits, and stewards support from corporations and foundations to meet annual fundraising goals. This includes assisting corporations in achieving their goals in strengthening their brand, marketing, and employee engagement by being proficient at clearly articulating AFH programs/events, listening to corporations' needs and aligning programs to their interests, assist in preparing grant proposals, and engaging foundation staff and foundation board members to cultivate and solicit support for AIDS Foundation Houston.

Team Relationships

1. Balances team and individual responsibilities; exhibits objectivity and openness to others' views.
2. Gives and welcomes feedback.
3. Act respectfully and supportively towards other team members efforts.
4. Relate well and work effectively with multiple constituencies and audiences. Excellent verbal and written skills. Knowledge of office systems:
5. Work as a highly cooperative member of the AFH staff and volunteers to accomplish agency and departmental goals.
6. Accept responsibility and willingness to be accountable by not blaming others for work product or issues.

Travel

1. Requires some travel within Harris County and surrounding counties. The amount will vary depending upon donor location, development activities, events and meetings.

EDUCATION AND/OR EXPERIENCE

Level of Education: Associates degree or equivalent experience required. Advanced degree and/or experience desirable

Work Experience:-Minimum one-year sales and/or fundraising experience required. Proven experience in developing strategies for donor retention growth and recapture and proven success with complex requests is required.

Additional Requirements: NA

Computer Skills: To perform this job successfully, an individual should have basic proficiency in database software (e.g. Raiser's Edge, Donor Drive, Salesforce); Internet software; Spreadsheet software and Word Processing software. Knowledge and experience in database development and/or data management, preferably in a nonprofit setting.

Language Skills: Ability to read and write at a professional level: to read, analyze, and interpret and implement general business documents, professional journals, technical procedures, or governmental regulations and write reports, business correspondence, and procedure manuals. Ability to gather data, analyze information and interpret information to build useful and required reports or presentations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to adapt a budget into a tracking form and understands the basics of a budget.

Reasoning Ability: Ability to prioritize multiple tasks by using reasoning to determine priorities. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or listen. The employee is frequently required to sit. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

1. Ability to perform routine bending/stooping while filing and performing office/outreach duties.

2. Ability to perform routine twisting/reaching while working at computer/desk and performing office/outreach duties.
3. Ability to perform routine walking/standing during course of day and while performing office/outreach duties.
4. Ability to hear and speak well enough to converse over telephone and while performing education and outreach duties 100% of the time.
5. Ability to see well enough to use computer efficiently and read computer reports and correspondence 100% of the time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Print Name

Signature

Date