



POSITION DESCRIPTION

Job Title: Development Coordinator

Reports To: Development Director

FLSA Status: Hourly

Hours: 40 Hours/week

Work Location: Hybrid (Office in Multnomah Village & Remote)

Pay Rate: \$18 starting rate

Primary Benefits: Paid Health, Vision, and Dental (100% employee & 50% for family members), up to 4% company match for 403b retirement contributions, 2 weeks paid vacation.

Organization Overview:

For over 30 years, Store to Door has delivered nourishment and social connections to homebound people in our community. We support independent living for Portland area seniors and people living with disabilities by providing a low-cost, volunteer-based grocery shopping and delivery service. Our award-winning organization is the only one of its kind in Oregon. Each year, with over 1,200 volunteers, we make more than 14,000 deliveries to nearly 700 seniors and people living with disabilities.

Position Summary:

The Development Coordinator will work closely with the Development Director to ensure accurate and timely processing of gifts and acknowledgements, manages data entry, data updates and imports, and reporting of information using Store to Door's recently implemented donor database/CRM (Kindful). The position will provide support for planning and execution of donor communication and acknowledgments, in person and online events, and campaigns to expand philanthropic support.

Principal Duties & Responsibilities

Donor Database/CRM Management (50%)

- Develop, document, and update policies and procedures that support the use of the Kindful donor database/CRM.
- Manage and maintain donor database including responsibility for data entry, gift processing, integrations with online giving platforms, data clean-up and records updates, and reporting.
- Coordinate monthly gifts reconciliation with Office Manager and assist in the development of other monthly reports.
- Support regularly scheduled donor database cleaning.
- Coordinate and troubleshoot donor records for improved donor segmentation.

Individual Donor Cultivation & Stewardship (30%)

- Support the timely preparation of donor and supporter related correspondence, thank you letters, and phone or email follow-up with donors as needed.
- Ensure timely and personable acknowledgement processes for all types of giving at all levels.



- Assist with promoting matching gifts program and be responsible for managing the Double your Donation matching gifts online platform tool.
- Assist with identifying and soliciting in-kind donations, tracking, and acknowledgement receipts.
- Assist Development Director with implementation of fundraising communications, including: invitations, solicitations, commitment forms, invoices, collateral, and direct mail.

Event Planning (15%)

- With the Development Team (and possibly Event/Development Committee) contribute to planning annual in person and online fundraising events or campaigns.
- For in person events, coordinate the venue selection process, securing contracts, and ensuring payments are timely made. Serve as liaison with vendors and caterers to arrange food and beverage. Order necessary supplies and equipment as needed.
- Work closely with the Communications Specialist to develop compelling messaging, ensure events are well promoted, and well attended in a timely manner through the various channels as identified.
- For all events, coordinate guest lists and track RSVPs, including sponsorships, online auction software, Airtable, and other tools as needed.
- Depending on event, assist with developing collateral materials (e.g., nametags, bid cards, guest lists, and seating assignments).
- Propose new ideas to improve the event planning and implementation process.
- Serve as the events planning lead for all Store to Door events as well as external and third-party events. Coordinate logistical details under the direction of the Development to ensure a positive and engaging guest experience for all events.
- Utilize project management software to assign tasks, monitor progress towards deadlines, and consult with other staff as needed.
- Provide support to the Development Director and Event/Development Committee (when applicable) by scheduling regular meetings, securing meeting rooms, preparing agendas, taking minutes, and making copies for attendees.

Other Development Support (5%)

- Assist in managing digital and paper development files and documents, handle incoming and outgoing mail and telephone service, and manage and prioritize flow of information/paperwork.
- Support preparation of grant applications submitted by postal mail, including collecting attachments, photocopying, preparing mailing envelopes, and delivery to post office as needed.
- Other duties as assigned.

Qualifications

- High School Diploma or Equivalent, some college, or college degree preferred.
- Demonstrated knowledge of nonprofit fundraising and event planning required.
- At least two years of fundraising/development experience (paid or unpaid) required.

Knowledge, Skills, & Experience

- Demonstrated experience in donor support and event planning and/or support within in a nonprofit setting
- Advanced experience managing data entry and report generation with a CRM or donor database system.
- Demonstrated hands-on experience and proficiency with computer applications including MS Office Suite: Outlook, Word, Excel. Comfortable with computer applications and web-based applications.



- Follow detail-oriented processes with a high degree of accuracy.
- Strong written and oral communications skills with internal staff, external corporate partners, donors, funders, volunteers, and vendors
- Responsive with great follow-through skills and ability to build trust and maintain constructive relationships across organizational boundaries and work effectively as part of a team
- Agility to work independently across multiple, simultaneous projects and meet deadlines with attention to detail.
- Ability to promote a culture of respect, inclusiveness, and appreciation of diverse perspectives, backgrounds, and values.
- Knowledge of and passion for senior services.
- Excellent verbal, written, public speaking, and interpersonal skills.
- Proven analytical, evaluative, and problem-solving abilities.
- Candidate must successfully pass a criminal background check.

Any satisfactory combination of experience, training and/or education which ensures the ability to perform the work may substitute for the above qualifications.

Working Conditions/Physical Demands

Fast-paced, with significant people interaction. No lifting over 20 lbs. Minimal reaching, bending, and stooping and sitting for extended periods with considerable phone and computer work.

Commitment to Equity

Store to Door is an Equal Opportunity Employer and strongly encourages people of color, women, LGBTQ+ individuals, veterans, those living with disabilities, and those with working-class backgrounds to apply. We are working toward an equity and diversity plan and dedicated to improving outcomes for communities of color and other under-served populations.

Disclaimer:

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. This document does not create an employment contract, implied or otherwise; employment in this job is an “at will” employment relationship.

Employee Signature

Date

1/10/22

