



## Donor Relations Coordinator Job Description

---

<b>Job Title:</b>	Donor Relations Coordinator
<b>Level and Grade:</b>	Coordinator Grade 40
<b>Job Type:</b>	Full Time
<b>Reporting Manager:</b>	Mark Blum
<b>Department:</b>	External Relations/Donor Relations
<b>Office:</b>	Baltimore
<b>Date:</b>	February 2021

---

### About Corus:

Corus International is the parent of a family of world-class organizations working to deliver the holistic, lasting solutions needed to end extreme poverty once and for all. We are a global leader in international development, with 150 years of combined experience across our brands. Our nonprofit and for-profit subsidiaries include IMA World Health and its fundraising brand Corus World Health, Lutheran World Relief, CGA Technologies, Ground Up Investing, and Farmers Market Brands. Our more than 800 employees around the globe are experts in their fields and dedicated to helping the world's most vulnerable people break the cycle of poverty and lead healthy lives.

At Corus we believe that good only grows stronger and we reflect that belief in our workplace culture. We value every employee's specialized area of expertise and nurture professional growth. We promote an engaging and supportive work environment, where employees feel enabled and driven to innovate, learn and collaborate. And because our subsidiaries often function as partners, our employees have the opportunity to work across our enterprise family.

Corus is committed to diversity, equity and inclusion in our worldwide workplace, and we believe that social justice and respect for the human dignity of every person are fundamental to all we do as an organization.

Further details about the organization can be found at: <https://corusinternational.org>

### Job Brief:

*There are two components to the Job Brief: the job overview and the Key Result Areas.*

**Position Summary:** The Coordinator, Donor Relations provides administrative support and project coordination related to Corus International's fundraising efforts with specific responsibilities in areas of gift processing, recurring (monthly) gift management and bequest management. This position has the important responsibility to provide an excellent experience for all donors and constituents.

**Key Result Areas:** KRAs indicate the core responsibilities, deliverables, and quality standards required for the individual to be successful in his or her role.

The success of this role is measured by the following KRAs:

1. Accurately enters at least 200 gifts per day into the constituent database
2. Establishes and maintains professional working relationships with both internal and external customers to ensure departmental goals are achieved
3. Prompt management and execution of the receipt of realized bequests and planned gifts, providing excellent customer service to outside executors and financial representatives.

### **Roles and Responsibilities:**

#### **Documentation, Reporting & Data Management:**

Responsibilities related to data gathering, data analysis, data entry, reports of all kinds, minutes of the meeting, and application of technical knowledge to achieve program goals.

1. Using established protocols, assist in preparing gift batches for entering (this includes gift coding) into Lutheran World Relief's Raiser's Edge constituent database following established protocol for gift data entry and acknowledgement.
2. Enter new data, both online and offline, or cleanup existing data in the Raiser's Edge database following established practices for Raiser's Edge data entry.
3. Support the recurring (monthly) gift program, Faithful Neighbors. Assist in the response to Faithful neighbor inquiries and manage notifications of expiring credit cards
4. Maintain confidentiality of all original (includes hard copy) donor files and financial documents. This includes gift history, donor correspondence, donor database and contact reports.
5. Must be able to access and retrieve information quickly and easily from banking platforms, internal databases and other third-party information portals.

#### **General Accounting & Statutory Compliance:**

This category should include all financial activities of the office to meet day-to-day operational needs. This will also include statutory responsibilities.

1. Prepare and mail gift acknowledgement letters, following identified best practices and Lutheran World Relief guidelines and protocols including established PCI compliance.
2. Create financial summary reports for Finance & Accounting for accurate reconciliation and financial audit of donations.

#### **Clerical and Administration:**

Routine administrative responsibilities like scheduling, updating data, approvals in systems, etc. that help achieve daily work.

1. Process, monitor and maintain information concerning planned (deferred) gift inquiries, arrangements, and completions. Coordinate with Philanthropic Engagement team to steward deferred gift donor and donor families. Maintain Legacy society membership coding within database.
2. Assist the Donor Relations team with processing any returned mail.

#### **General tasks:**

Responsibilities that are basic and standard for a given role including interviews, coordination, follow-ups, or any other general task.

1. Assist the fundraising staff as needed and serve as the liaison between Donor Relations and Philanthropic Engagement/Donor Advisors.

2. Manage office supply inventory and ordering, postage and postal accounts, general LWR honor and LWR gift car inventory and fulfillment and other supplies

### **Supervisory:**

1. No supervisory, reports to Manager Donor Relations

### **Education & Experience:**

Requirements which may include minimum and preferred educational and job-related experience, computer proficiencies, required certifications, language requirements (speaking, reading, and writing) etc.

1. Associate degree required; Bachelor's degree preferred. Or equivalent work experience.
2. Previous experience working in a fund raising/Development office
3. Proficiency with Blackbaud's Raiser's Edge database and batch entry is preferred.
4. Strong data entry skills.
5. Proficiency with Microsoft Outlook, Microsoft Word & Excel.

### **Qualifications:**

Requirements which may include specialized knowledge or skills necessary to perform a specific role.

- Detail-oriented, with strong organization and planning skills.
- Task and process orientated.
- Commitment to a high degree of accuracy.
- Experience in fundraising and donor services/relations environment preferred.
- Strong customer service skills.
- Demonstrates good judgment and decision-making skills.
- Good communication and writing skills.
- Commitment to maintain confidentiality

### **Other Duties:**

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities for the position. Duties, responsibilities and activities may change at any time with or without notice. All positions are required to perform any additional tasks assigned by the supervisor. Global positions that are bound by contracts will not be changed without notice and approval.

### **Working Conditions, Travel and Environment**

- The duties of the job require regular attendance at least 5 days/week. The employee must be available to work outside normal office hours or on the weekends as required.
- No adverse work conditions.
- This position requires little to no travel.

## Diversity, Equity, Inclusion and Zero Tolerance to Abuse

As a member of the Corus Family, each employee is expected to:

- Help to develop and maintain an environment that welcome and develop a diverse workforce.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Corus family, stakeholders in general, and particularly for the communities we serve.
- Follow Corus Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values

*Corus International prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, age, national origin, disability status, sexual orientation, protected veteran status, or any other characteristic protected by U.S. or International law.*