



## **JOB DESCRIPTION**

### **DONOR COMMUNICATIONS AND DATA COORDINATOR**

**CLOSE WORKING RELATIONSHIPS:** The Donor Communications and Data Coordinator (DCDC) reports to and works under the direction of the Director of Donor Relations. May also work closely with the Executive Director. Works with other staff as needed for the successful completion of tasks.

**WORK HOURS:** This is a part-time hourly position 20-25hrs/week in the RMRP office in Fort Collins, CO. Remote work is not available. (Flexible to meet program needs to include some evenings, weekends, and holidays)

**OVERVIEW:** RMRP is a nonprofit organization committed to a culture of philanthropy among our staff and board. We believe that each person has gifts, strengths, and connections that can advance the mission of the organization. Our annual fundraising goal is the most crucial number in the annual budget. Our strategy for reaching that goal merges the efforts of every member of the organization, staff members, and volunteers. Everyone has an important and unique role in helping the organization succeed. We all contribute to and are responsible for its success.

The Donor Communications and Data Administrator maintains the RMRP's donor database and supports all data entry of the Department. Responsible for the timely input of data, information, and donations, managing the donor thanking process, communicating regularly with donors, and handling details associated with the RMRP's mail campaigns. The Donor Communications and Data Administrator is also responsible for contacting and thanking donors by phone, text, and email, composing customized letters, and writing thank-you notes. May also assist with marketing, social media, website, and other fundraising duties. May be involved in donor asks.

#### **RESPONSIBILITIES:**

- **DATA:** Ensure timely processing for all primary data and gift entry for all individuals and organizations in RMRP's Customer Relationship Management (CRM) system (Virtuous), including donor demographics, attributes, relationships, constituent codes, appeal codes, gift amounts, and type of gifts, etc. Document and create workflows for common tasks. Help create data entry style and content conventions.
- **ACCURACY:** Generate, update and verify accuracy of all reports, letters, and files; perform or assist with reconciliation of donation accounts to the general ledger and reconcile other records as assigned.
- **GIFT PROCESSING:** Process all gifts and place signed thank you letters in the mail within 48 hours of receiving the gift. Assign all thank-you tasks to other staff members, triggered by the amount and type of gift. Place brief, "day of gift" courtesy phone calls to every donor saying their gift arrived and thanking them. Generate reports of thank you tasks assigned to staff.
- **SERVICE:** Provide professional and courteous customer service to donors and all stakeholders through verbal, written and electronic communications.
- **REPORTS & METRICS:** Produce accurate monthly fundraising reports to assist in database donor segmentation and fundraising strategies. Create queries and exports for mailing lists, email campaigns, fundraising appeals, event invitations, membership renewals, and other fundraising/marketing initiatives. Provide standardized and custom reports as needed throughout the year. Generate monthly metrics report cards to evaluate the success of fundraising programs and activities.
- **CORRESPONDENCE:** Compose a variety of letters, texts, and thank you notes to donors. Place regular phone calls to donors to thank or to follow up with a mailing. Ability to communicate effectively with co-workers, volunteers, donors, agencies, vendors, and the general public.
- **WEB/SOCIAL:** Update social media and website as requested.
- **RESEARCH:** Assist with conducting donor research on individuals, corporations, and foundations.



- **CONFIDENTIALITY:** Maintain strict confidentiality of all information.
- **TRAINING:** Seek out online and other training to deepen skills and abilities.
- **OTHER:** Perform other related duties as assigned by immediate supervisor and/or other management as needed.

**QUALIFICATIONS:**

- Self-starter who is able to work independently with minimal direction.
- Strong attention to detail, accuracy, and dependability.
- Able to manage multiple projects simultaneously while meeting deadlines.
- Proficiency in general computer skills and database operations.
- High level of typing accuracy and speed.
- Ability to manage a complex database and observe data entry protocols and conventions.
- Team player who is able to collaborate with other staff in continuing to advance our mission.
- Must possess excellent communication skills (written and oral).
- Must be able to meet deadlines.
- Proficient in Internet research/navigation and Microsoft Office suite.
- Comfortable working with volunteers: assigning tasks, providing training and supervision.

**MINIMUM EDUCATION AND EXPERIENCE:** High School diploma or equivalent required. Two years of related experience or training in data systems, data processing, and customer service. Training and experience in basic clerical skills and strong computer skills, especially Word and Excel. Ability to perform mathematical calculations to balance reports.

**PREFERRED EDUCATION AND EXPERIENCE:** BA and two years of experience working in a CRM, data processing, and data management and customer relations. Leadership experience working in a business/fundraising office with donor data management and processing donations is highly preferred. Experience with fundraising software is highly desirable.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret documents. Ability to respond effectively to the most sensitive inquiries or complaints.

**MATHEMATICAL SKILLS:** Ability to calculate figures and amounts such as donor retention rate, donor attrition, lifetime value, and other fundraising metrics.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts, and draw valid conclusions.

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is frequently required to sit, and regularly required to stand and walk. The employee frequently is required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:** The noise level in the work environment is usually moderate with a high level of activity and competing demands for attention.

**COMPENSATION:** The pay range is from \$16.00 to \$19.00/hour based on experience.

**HOW TO APPLY:** Please send a resume & cover letter to [Carin@rmrp.org](mailto:Carin@rmrp.org). In your letter, please describe how this is the right job for you. Also describe how you are the right person to join RMRP.