

## Donor Care Coordinator I

Reports to: Director of Donor Relations  
Classification: Full-Time; hourly non-exempt

---

### Join Our Team of Inspired People Transforming Lives

Tens of thousands of volunteers, donors and supporters advance the Make-A-Wish<sup>®</sup> vision to grant the wish of every child diagnosed with a critical illness. In the United States and its territories, on average, a wish is granted every 34 minutes. We believe a wish experience can be a game-changer. This one belief guides us and inspires us to grant wishes that change the lives of the kids we serve.

### Job Summary

The Donor Care Coordinator works closely with the Director and Manager of Donor Relations, as part of the Department of Development, on all individual giving, gift acknowledgements and provides key administrative support to the Community and Corporate Partnerships Manager.

### Essential Functions

- Support the Donor Relations Manager, Director of Donor Relations, VP of Development, Community & Corporate Partnerships Manager and CEO with caseload- and event-related work, including correspondence.
- Responsible for administrative tasks for Board and committee meetings.
- Implement all donor acknowledgement systems promptly, accurately, and appropriately.
- Learn and use Raiser's Edge, Luminate, and national data resources with excellence, providing team members with accurate, regular reports on donor activity and performance. Maintain individual donor files for gift acknowledgements. Record all activities in database. Run queries for mailing lists. Serve as backup to Data/Operations Manager for gift entry, as needed.
- Administrative support including tracking and renewal correspondence for our women's auxiliary.
- Coordinate with Data/Operations Manager to implement Wish It Forward program. Mail welcome postcards to families, send follow-up communications and track progress.
- Assist with local fund appeal(s). Create mailing lists and implement mailing process. Track statistical success of each piece compared to previous years' pieces.
- Support the Adopt-A-Wish (AAW) process, including creating Wish profiles to share with donors and certificates and Wish Stars to send to donors in appreciation for their support. Record information pertaining to AAW in RE and, as needed, coordinate meet and greets with families and volunteers.
- Conduct bi-annual audit of existing gift recognition efforts to ensure that donors of all gift types and levels receive prompt and appropriate acknowledgement. Work with key staff to obtain relevant updates and regularly improve upon all acknowledgement letters.

- Process donations and facilitate coding for donation tracking reports and monthly Donation Accrual Reports, to ensure that all donations are properly coded and all donors receive proper acknowledgement.
- Help secure in-kind support.
- Communicate activities and donor contact information regularly and frequently with all members of the Development and Wish staffs, at All-Staff and Development Team meetings, through timely recording of information in RE, and otherwise.
- Other duties, as necessary.

### **Qualifications**

- Bachelor's degree or equivalent
- Strong organizational and multi-tasking skills
- Detail-oriented with excellent verbal and written communication skills
- Professional, mature presentation
- Excellent customer service skills
- Strong decision-making skills
- Ability to work independently and as a member of a team

### **Preferred Skills**

- Database software knowledge and/or experience (Raiser's Edge, Salesforce, CRM software)
- Bilingual (Spanish/English a plus)
- Not-for-profit experience as a paid staff member
- Must have a valid driver's license, insurance, and a dependable vehicle with the ability to travel locally

### **Compensation**

Hourly rate of \$18.31/hr and includes a comprehensive employee benefits package.

**To apply:** please send resume and cover letter to [developmentjobs@sandiego.wish.org](mailto:developmentjobs@sandiego.wish.org) by **September 6, 2019**. Subject Line should read "Donor Care Coordinator". No calls please.

Make-A-Wish® San Diego is committed to providing a work environment in which all employees enjoy equal employment opportunities. All employment-related decisions are made without regard to a person's race, color, creed, sex, national origin, ancestry, age, disabilities, sexual orientation, or any other basis which is illegal under applicable federal, state, and local laws.