

National Cowboy & Western Heritage Museum, Oklahoma City, OK

Position Description

Donor Services Coordinator

Reports To: Chief Development Officer
Status: Full-Time / Exempt
Department: Development
Salary: \$40,000
Schedule: M-F, 8:00 a.m. – 5:00 p.m., including some weekends, evenings and events (45+ hours)

POSITION SUMMARY

The Donor Services Coordinator is a two-part position – administers Annual Fund and Major Gift renewals and stewardship program as well as coordinate initiatives for the Chief Development Officer. Foremost, this position will provide customer service, strategy and execution of all Development team initiatives and goals. Additionally, this position will be responsible for coordinating meetings, projects and appointments for the Chief Development Officer. Through this commitment, the Donor Services Coordinator will play a vital role in supporting the Museum’s vision, mission and goals by increasing financial support and stewardship.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Oversee Annual Fund and Major Gift Renewals and Stewardship

- Coordinate fundraisers and direct mailings, phone calls, events and online information.
- Write and coordinates the grant process with other departments while maintaining Grants Hub and reporting.
- Maintain renewals, write correspondence for donations, gift reminders and pledge payments.
- Track donor gift data, source documents, donor achievements and recognition.
- Assist in producing and printing of donor acknowledgement letters and other communications.
- Coordination of Event Sponsor benefits, gifts, and acknowledgments
- Perform data entry on database, including gift processing and creating mailing lists and reports for the Museum.
- Creates leads for development team by researching corporations, foundations and individuals.
- Provide exceptional customer service to members and donors.
- Perform other job-related duties as assigned.
- Must be able to work occasional evenings and event weekends.
- Contributes to a team effort and accomplishes related results as required.
- Maintains confidential information.

Coordinate Initiatives for the Development Team

- Manage the Chief Development Officer’s calendar, arranging business meetings, appointments and phone calls.
- Organize the Chief Development Officer’s out-of-town travel arrangements.
- Effectively maintain a notification system of important dates, deadlines and reminders for Development Team.
- Prepare documents such as agendas, notices and minutes for meetings.

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- Assist with creating and editing Development collateral including mailings, event information and more.
- Assess the urgency and importance of circumstances and takes appropriate action, elevating the situation to appropriate individual.
- Establish and maintain an effective and efficient records management system.
- Collaborate with the Development Team on special events, receptions, dinners and fundraising functions.
- Perform other job-related duties as assigned.
- Must be able to work occasional evenings and event weekends.
- Contributes to a team effort and accomplishes related results as required.
- Maintains confidential information.

Requirements

- Candidate must have a bachelor's degree or equivalent mixture of education and donor services experience
- 2 years fundraising, administrative or other customer service/sales field experience
- Strong proficiency in writing and communications
- Ability with Word, Excel, PowerPoint and Outlook
- Ability to make decisions and take control of situations
- Excellent organizational skills, attention to detail and ability to multitask effectively
- Ability to represent the Museum in a highly professional manner
- Ability to maintain confidentiality and sensitive information and materials
- Work evenings, weekends and holidays as necessary
- Ability to operate various work-processing software, spreadsheets, and database programs.

Physical Requirements

- Must be able to lift and carry 40 pounds for short distances
- Visual acuity to view computer screen and see colors
- Auditory skills to hear conversation on the phone as well as hear conversations in a crowded room
- Ability to bend, stoop and reach
- Ability to sit for long periods at a time
- Ability to stand and walk around for long periods at a time during events