

United Way of Lake County
Position Description



Position Title: Donor Relations Specialist

Reports To: Vice President of Resource Development

Supervises: N/A

Purpose of Position:

The Donor Relations Specialist ensures effective and accurate communication to corporate and individual donors to foster and maintain strong donor support and involvement. The position is also responsible for the accurate and timely acknowledgement and recognition of the gifts of individual and corporate donors. The position also serves as a liaison to the Finance, Marketing and Technology teams. The Donor Relations Specialist provides support to Resource Development staff and their efforts to maintain and build relationships with donors to meet the organizational goal of deepened donor relationships.

Primary Responsibilities:

Generate, monitor, and direct production of all mass communications to donors. Prepare and send donor correspondence externally; distribute internal donor reports. Direct and manage the production of donor listings and reporting for internal and external use. Ensure accuracy of donor data and lists, including accuracy of donor mailings. Train staff on relevant donor communication activities.

Solicitation of donors assistance, including list production and consultation on materials. Manage processing of direct mail gifts. Monitor and report on direct marketing goals, progress, and results. Generate timely recognition of gifts. Provide follow-up information and materials to donors as needed.

Oversight and coordination of pledge processing and remittance. Train staff on remittance and pledge processing. Track and distribute company lists of donor contributions. Monitor and ensure accurate entry of pledge information. Responsible for the processing of tribute, online, and direct marketing contributions. Manage miscellaneous corporate accounts as needed.

Responsible for timely, accurate, and effective acknowledgement of contributions; manage production and ensure accuracy of thank-you letters. Develop and monitor resource development recognition plan and process; monitor all recognition activities. Maintain and ensure accurate listings of corporate and individual donors for publication and other materials.

Provide administrative support to the Vice President and staff of the Resource Development department. Support includes scheduling meetings, screening calls and emails and project oversight. Represents Resource Development on the Andar Users Group.

Education and Experience Requirements:

High School Diploma required; Bachelor's Degree a plus
Proficiency in the Microsoft Suite (Word, Excel, Outlook, etc.)
Extensive experience working with database software
Strong numeric aptitude
Customer service experience

Key Competencies:

High degree of initiative and ability to work with enthusiasm and minimal direction
Ability to multitask in a faced-past environment
Highly organized, detail oriented and inspired by deadlines
Strong interpersonal skills
The ability to work with all levels of professionals/donors
Excellent oral and written communicator
Critical thinker who understand how individual tasks fit into the strategic whole
The ability to relate with a diverse group of individuals
Desire to improve all aspects of work including processes and systems
Strong team building skills
Demonstrates solution orientated problem-solving skills
Takes initiative to help, suggest and work on items without being asked
Ability to utilize creative customer-focused service skills to achieve desired results

Other:

Must have reliable internet access
May need reliable transportation

Physical Requirements:

While performing the duties of this job, the employee is occasionally required to sit, stand, walk, lift and carry bags and boxes of approximately 10 pounds; talk or hear, read, use hands to finger, handle or feel objects, reach with hands and arms; climb stairs, stoop, kneel, or crouch, type, operate a computer, copy machine, fax machine, postage meter.