



Voices for Children, Inc. Job Description

Job Title: Community and Donor Relations Coordinator

Classification: Exempt, Full-Time

Reports to: Development Director

Qualifications: Bachelor's Degree in a related field with a minimum of two years of relevant experience. Two years of experience in not-for-profit development preferred. Excellent written/oral communication skills. Excellent computer skills, including proficiency in Google Suite, database management experience and proficient in design software programs. Ability to organize and prioritize work. Detail oriented and works gracefully and produces positive outcomes under stress.

Summary of Job Responsibilities

Voices for Children's Community and Donor Relations Coordinator provides creative support to the Development Team for all campaign and volunteer recruitment and engagement activities, with primary responsibility for donor communications, coordination of online giving campaigns, supervisor of the donor software program and donor research. The Community and Donor Relations Coordinator is also responsible for coordinating community engagement events and assisting the Development team as needed. Building relationships with community members, organizations and donors will be provided with the highest quality of service to our volunteer advocates. In addition, this position will support the Recruitment and Training Coordinator with CASA interviews and CASA training. The ideal candidate will be an excellent writer who is exceptionally detail oriented and tech savvy.

Duties and Responsibilities

Donor Communications

- Draft, coordinate and execute direct mail solicitation appeals and timely acknowledgment letters.
- Draft other donor communications including e-newsletters, event invitations, appropriate sections of VFC's annual report, and related correspondence.
- Coordinate with the Development Team to develop event design and materials, implement mailings, marketing, outreach and public relations for all events.
- Coordinate with the Executive Director and Development Team to develop and implement mission based messaging.
- Schedule and conduct interviews with advocates and clients in preparation of drafting client success stories.
- Support the Development Director with managing annual sustaining-level donors including strategies for acquisition, renewal, upgrades and reengagement.

- Conduct prospect and donor research as needed for prioritization, segmentation and customization of outreach strategies for the Development Director.
- Support the Development Director with the Coordination of cultivation, acknowledgment, appreciation and stewardship program for all donors.
- Support the Development Director with overseeing the creation, timeline, implementation and report of all annual appeals including year-end campaign, spring appeal and donor acquisition program.
- Support the Development Director with the creation and management of recurring donor programs.
- Manage website donations, online giving campaigns.
- Utilize donor database in the preparation and analysis of donor reports, entry of donor prospects, and moves management tracking.

Volunteer Care/Community Outreach

- Oversee the efforts of VFC's volunteer retention strategies and coordinate with the Executive Director and Recruitment and Training Coordinator on retention plans.
- Design and distribute the volunteer and supporter newsletter.
- Develop content for all social media and communication platforms and maintain VFC's media presence and website.
- Acknowledge volunteer and board birthdays, anniversaries, deaths, etc.
- Expand diversity and cultural competency for volunteers to better meet client needs.
- Works collaboratively with the Recruitment and Training Coordinator to assist with the screening and training process for volunteers.
- Works collaboratively with the Recruitment and Training Coordinator to recruit qualified volunteers and assist with community engagement initiatives.
- As needed, support in the planning and execution of recruitment, community and special events designed to further CASA's mission and raise community awareness about issues facing abused and neglected children in our community.
- Maintain and enhance the system for tracking applicants, their status, and other significant records relating to the recruitment of individuals' frequent and ongoing contact with each applicant to begin the process of cultivating relationships with potential volunteers.
- Assist the Executive Director in speaking to local community groups to recruit volunteers/raise community awareness of VFC and educate the public on the risks, signs and reporting laws surrounding child abuse.
- Assist the Executive Director in tracking and maintenance of records for any community presentations given including date, time, groups, number of participants, and number of materials handed out.
- Assist and support the Recruitment and Training Coordinator in the ongoing coordination of continuing education seminars/workshops.
- It is critical for this position to evaluate and develop VFC's presentations on a regular basis and to keep current on all VFC information.

Employee Signature

Date