



United Way of Tucson  
and Southern Arizona

## UNITED WAY OF TUCSON AND SOUTHERN ARIZONA Position Description

### Donor Relations Coordinator Full Time, Non Exempt

September 2018

#### **Job Summary:**

This is a primarily in-house position responsible for supporting Leadership Giving Resource Development staff in increasing donor acquisition and decreasing donor attrition. This position is responsible for implementing and coordinating an organization-wide comprehensive donor relations and stewardship system that appropriately and consistently promotes interaction with and recognition of donors at all levels. In addition, the goal is to create positive and mutually-rewarding relations between UWTSA and its supporters by partnering with internal and external constituencies to determine the best strategies for effective stewardship of donors, creating gratifying gift experience for all donors in support of UWTSA's mission of uniting people, ideas, and resources.

Reporting to the Senior Director, Leadership Giving, this position requires a high degree of self-direction and initiative to be successful.

#### **Responsibilities:**

##### **Leadership Giving**

- Implement a systematic and integrated donor relations program that includes written acknowledgements and donor recognition experiences.
- Establish and manage information tracking processes regarding acknowledgement, recognition, on-going communications and continued cultivation of past and current major donors to enhance their relationship with UWTSA and increase the likelihood of continued contributions.
- Execute acknowledgment and recognition strategies for Leadership Giving accounts, affinity groups, and volunteers.
- Work closely with Leadership Giving and Resource Development to develop corporate foundations, family foundations and major donors.
- Prepare and send monthly Leader Reader eNewsletter to send to Leadership Giving database.

##### **Mail Campaign**

- Working with Resource Development Coordinator, coordinate and manage mail campaign from beginning to end, taking initiative to achieve timely contact with current and prospective donors.

- At scheduled intervals, prepare letters by collaborating with Senior Director, Leadership Giving and Marketing department on appropriate messaging.
- Once messaging is approved, generate and mail correspondence to a targeted group of current and/or potential donors.
- Track and analyze response to gain insight to achieve more effective subsequent mailings.

### **Philanthropic Funds Accounts**

- Administer the Philanthropic Fund program under the direction of the Senior Director, Leadership Giving to ensure excellent customer service, including processing and mailing of distributions, quarterly statement communications, and be knowledgeable regarding accounting and deployment of funds.
- Serves as a secondary contact for the most significant donors, helping to resolve problems, questions and concerns. Senior Director, Leadership Giving will maintain relationship management.

### **Development**

- Support Leadership Giving accounts as requested.
- Support Leadership Giving development of partnerships between accounts and UWTSA that result in increased participation in Community Development initiatives including Cradle to Career, Financial Stability and Elder Alliance.

### **Administrative Functions**

- Provide excellent customer/donor service, ensuring requests for information from internal staff, donors, volunteers and others are responded to in a positive and timely manner.
- Become proficient at CRM database, with ability to manipulate data and create reports and mailing lists.
- Recording all funding obtained through various grants in our donor database.
- Effectively present information to team and external customers.
- Create, modify and maintain routine and special letters, newsletters, memos and reports using word processing, database, spreadsheet and other software packages.
- Performs duties in accordance with United Way policies and procedures such as attending staff meetings, completing accruing and timely timesheets and expense reports.

### **Other duties as assigned**

### **Qualifications, Skills and Abilities**

- Bachelor's Degree in Business Management, Social Services, Project Management, closely related field.
- Two or more years of experience in project management, customer service or related field.

- Strong verbal and written communications skills.
- Demonstrated skills using Windows-based software, including Internet browsers, e-mail, word processing, spreadsheet, database, and presentation software.
- Ability to adapt to changing environments and manage multiple priorities, organize, interpret and communicate data.
- Attention to detail, ability to multi-task. Must possess the highest level organization skills and the ability to work independently and take initiative.
- Demonstrated ability to research and access information about donors, foundations, corporations and other funding opportunities.
- Ability to handle sensitive information in a confidential manner.
- Ability to tactfully handle stressful situations, negotiate and resolve conflicts, maintain confidentiality and to respect and observe organizational protocol.
- Must possess a valid driver's license, current auto insurance, daily access to reliable vehicle and able to occasionally lift up to 30 pounds.

Thank you for your interest in this position. Please submit resume with cover letter to:

[jdenigris@unitedwaytucson.org](mailto:jdenigris@unitedwaytucson.org)