



## New Mexico Foundation Job Description

Title: Donor Services Coordinator
Department: Development
Location: Santa Fe, NM
Exempt/Non-Exempt status: Non-Exempt, full-time at approximately 32 hours per week

### **Summary:**

The Donor Services Coordinator works as a team with NMF's President and CEO and the Development and Marketing Coordinator to support the Foundation's Development Plan. The Donor Services Coordinator cultivates and nurtures closer connections with existing donors and helps to raise significant financial resources from local and national foundations, businesses, and individuals.

The Donor Services Coordinator supports the Foundation's staff and leadership in developing relationships with donors. The Donor Services Coordinator prioritizes and multi-tasks while maintaining a prominent level of customer service among NMF donors, and prospects.

### **Principal Responsibilities:**

- **Operations:** Participates as an integral member of the Development team, including gift/legacy intake and new fund/legacy set-up. Includes project management, customer service, timely diligence and coordination with other teams including the Program and Finance teams.
- **Customer Service:** Highly responsive to donor requests for information.
- **Donor Relations:** Coordinates responses to special requests from donors.
- **Communications & Reporting:** Coordinates reporting and tracking for Donor Advised Funds and Fund Holders.
- **Creates and maintains** comprehensive donor profiles and tiered donor prospect lists using Raiser's Edge.
- **Prospect and Donor Research:** Conducts research on prospective donors, using online and database research tools.
- **Teambuilding:** Communicates regularly with all departments on donor activities including fundraising events, and concerns to foster collaboration and connection. Works closely with Development, Program, and Finance staff to address customer service needs and concerns.
- **General:** Works as a team member to ensure the effective and efficient operations in support of fundraising efforts for NMF. Demonstrates cooperative behavior with supervisors and coworkers. Assists with special projects as needed.
- **Coordinates** and initiates donor research, "data mining" and other forms of analysis using donor research software as well as other online platforms.
- Other duties as assigned by the President and CEO.

### **Education/Experience Requirements:**

To perform this job successfully, an individual must be able to perform each essential job function assigned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Experience:** Three to five years related experience required, with a minimum of three years' Raiser's Edge, development, and donor services in a nonprofit organization preferred.
- **Education:** Bachelor's degree required. Experience in nonprofit and foundation fundraising.



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- **Communication Skills:** Excellent interpersonal, verbal, and written communications skills. Superior and proven customer services skills, including experience in writing customer-oriented policy and procedure documents.
- **Technology Skills:** Internet competency and strong computer proficiency, Minimum of three years' experience with Blackbaud software, with a willingness and ability to learn appropriate database, spreadsheet, and other computer programs. Advanced proficiency in Blackbaud's Raiser's Edge software. Proficient in the use of Microsoft Office programs.
- **Project Management Skills:** Excellent organizational skills and diligence. Ability to prioritize work and adjust to multiple demands. Demonstrated ability to follow tasks through to completion in a timely manner.
- **Teamwork & General Skills:** Ability to follow directions. Ability to work well independently and as team member. Ability to take initiative and follow tasks through to completion. Ability to work with humor, flexibility and grace in a purposeful work environment that is committed to outstanding client service and exceptional program delivery.

### Qualities:

- Highly motivated initiative-taker
- Capacity to work independently
- Excellent communication and organizational skills
- Experience and sensitivity to the needs and expectations of a multi-cultural work environment
- Excellent phone manner and electronic communications skills (i.e., email)

### Benefits:

- Competitive salary, based upon experience
- Competitive benefit package

### Equal Opportunity Employment:

NMF is committed to Equal Employment Opportunity. It is our policy to encourage and support equal employment opportunity for all associates and applicants without regard to gender, age, race, color, creed, religion, national origin, ancestry, citizenship, sexual preference or orientation, gender identity, spousal affiliation, marital status, military/veteran status, handicap or disability or membership in any other protected group.

### American With Disabilities Act

Applicants as well as employees who are, or become, disabled must be able to perform the essential job functions either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case by case basis in accordance with the applicable law.

Disclaimer: The above information indicates the general nature and level of work performed by this position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. NMF has the right to revise this position description at any time. This position description is not a contract of employment and does not alter employee's at-will employment status.