

	Position: Donor Relations and Volunteer Specialist	
	Department: Administration	
	Pay Rate: \$37,500-\$44,000	Status: Non-exempt
	Last Revised: 05.2023	

Definition

The Donor Relations and Volunteer Specialist will be responsible for providing the highest level of customer service, stewardship, and support to community donors and volunteers. The ideal Donor Relations and Volunteer Specialist will have excellent communication skills, attention to detail, and thrive in a fast-paced environment. The position reports directly to the Donor Relations Director and works with staff at all levels of the organization as well as with board trustees, donors, the business community, and volunteers. This is a full-time position Monday through Friday, eligible for benefits, with the possibility of nights and weekends.

Supervision

Student interns and community volunteers.

Duties

- Work closely with the Donor Relations Team to meet goals in fundraising, donor retention, and development to fuel The Children’s Cabinet’s mission of keeping children safe and families together.
- Provide administrative support to the Donor Relations Team
- Compose correspondence and materials to steward, educate, and inform donors, volunteers, and community members. Assist with pulling reports, segmenting donors, and mail merging lists for print or email.
- Process incoming gifts, including coding accurately, entering into the donor database, and thanking donors. Responsible for maintaining the accuracy of and updating the donor database to assist in pulling reports as needed.
- Track all donor stewardship activities and correspondence in the donor database.
- Partner with Children’s Cabinet staff to identify volunteer needs organization wide. Assist in developing a timeline of annual, seasonal, and recurring events to effectively coordinate volunteers.
- Track all volunteer contact information, activities, hours, and correspondence in the donor database Provide monthly, quarterly and annual reports detailing volunteer hours donated
- Assist in creating a streamlined process and cohesive materials for onboarding, training, and stewarding volunteers across the organization. Screen and place volunteers based on background and areas of interest. Coordinate volunteers in obtaining background checks, etc. as needed.
- Assists Marketing and Communications Coordinator OR in the cross-department efforts such as the Annual Report, appeals, social fundraising campaigns, etc.
- Attend and assist with fundraising activities and events as needed, including recruiting and coordinating volunteers for AOC. Support the Adopt A Family holiday program by tracking and coding in-kind gifts, updating the donor database, thanking donors, etc.
- Understand the agency’s mission, overall goals, programs, and objectives to be able to effectively communicate to the public.
- Network within the community to meet new groups and recruit volunteers to fuel our mission.
- Other duties as assigned.

Job Requirements:

- Bachelor's Degree OR relevant work experience preferably in a customer service, nonprofit, or administrative role.
- Exceptional attention to detail and organizational skills.
- Strong professional ethics and sensitivity in dealing with confidential issues.
- Excellent communication, writing, analytical, and creative skills.
- Excellent customer service skills and the ability to interact with executives, volunteers, donors, and staff.
- The ability to work well under pressure, to handle multiple projects simultaneously and manage work under tight deadlines.
- A high level of computer competency, including knowledge of Microsoft Office Suite specifically mail merging.
- Experience with Donor software systems, Canva, and social media is a plus.
- Knowledge of community-based agencies and resources
- Able to lift and move 50 lbs.
- May require some evening and weekend work.

License or Certificate

- Able to pass complete background check.
- Must have reliable transportation to get to and from work, travel between sites, run errands, and meet with donors, volunteers, community members, etc.
- Must possess a valid Nevada Driver's License and proof of insurance as this position will utilize their personal vehicle for company business.

Benefits

Eligible to receive Cabinet benefits for full-time staff.

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