

The SPCA for Monterey County  
DONOR RELATIONS COORDINATOR  
Job Description

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JOB TITLE: DONOR RELATIONS COORDINATOR  
REPORTS TO: Director of Development  
DATE: August 2019

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SUMMARY: The Donor Relations Coordinator is responsible for planning and implementing cultivation and retention program for donors giving \$500+ on an annual basis. Manage and grow Constant Companion monthly giving program including stewardship of donors and account updates. Assist with development events as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**I. DONOR RELATIONS**

- Working closely with Director of Development and Development Manager, develop and implement strategies for personal cultivation and stewardship of mid-level donors with annual giving of \$500+, with special emphasis on retention of current donors and cultivation leading to higher levels of giving.
- Develop goals for personal contacts; regularly monitor individual progress and report to Director of Development.
- Develop portfolio of donors and maintain regular, personal communication. Make meaningful contacts, including but not limited to telephone calls, personalized emails, tours, handwritten acknowledgements and personalized program updates.
- Manage and grow Constant Companion monthly giving program including stewardship of donors and account updates.

**II. EVENTS AND SPECIAL PROGRAMS**

- Assist with Telethon Donation Room; oversee the post-event entry of monthly donors and collection of pledge payments.
- Assist with day-of duties for events including Bow Wow Breakfast, Tux & Tails and Wag n' Walk.
- Serve as the liaison for the Change for Change Program (coin canisters and dog banks).
- Assist donors with auto donations, administer program in coordination with 3rd party auction company.
- Reconcile and balance donations with Finance Department on a monthly basis.

### **III. DONOR SERVICES, PUBLIC IMAGE AND EDUCATION**

- Provide assistance to donors by phone, in person, and via email.
- Notify appropriate staff of volunteer requests, planned gift information and update records to reflect actions.
- Maintain a pleasant, courteous and tactful position with the public at all times. Refer issues or difficult situations that cannot be solved to the Director of Development or other appropriate department head.
- Understand and adhere to the goals and objectives of The SPCA and impart this knowledge to the general public.
- Possess, maintain, and communicate those values which are held important by The SPCA and acts accordingly with those values when representing The SPCA and when sharing those values with others.

### **IV. OTHER RESPONSIBILITIES**

- Ensure that all development office work areas are maintained in a clean, safe and presentable manner at all times. Report all safety and physical maintenance needs to the Director of Development or other appropriate department head.
- Utilize volunteer support as appropriate to complete job duties
- Maintain and communicate values held important to the mission of the SPCA.
- Actively support decisions, policies and procedures as developed and directed by the SPCA Senior Management.
- All other duties as assigned.

**QUALIFICATION REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required.

### **SKILLS AND ABILITIES**

- Must have strong computer skills, with advanced level skills working with Raiser's Edge/Raiser's Edge NXT, Blackbaud Luminate, Microsoft Word, Microsoft Excel, Google docs and Gmail.
- Minimum four year degree or equivalent experience
- Two or more years of fund raising experience in a non-profit organization
- Must be able to manage multiple tasks and meet deadlines, willingness and ability to adjust tasks in accordance with changing deadlines and priorities
- Excellent oral and written communication skills
- Demonstrated knowledge and command of business English, grammar and composition
- Willing and able to work collaboratively and cooperatively with others to constructively solve problems and resolve conflicts
- Must be team-oriented and communicate effectively with the public, fellow employees and volunteers
- Excellent organization skills and attention to detail

- Ability to work within, and maintain The SPCA for Monterey County's mission and values

**EDUCATION and/or EXPERIENCE:**

- HS Diploma
- Minimum four year degree or equivalent professional experience
- Two or more years of fundraising experience in a non-profit organization

PHYSICAL DEMANDS and WORK ENVIRONMENT: physical demands and work environment characteristics described here are representative of those that must be met (or may be encountered) by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- PHYSICAL DEMANDS: While performing the duties of this job, the employee is required to sit at a desk and work at a computer with a video display terminal for long periods of time. Will occasionally stand and walk. Ordinary talking, conversational hearing and ability to see near and far are constant requirements.
- WORK ENVIRONMENT: While performing the duties of this job, the employee regularly works indoors, with limited yet possible exposure to loud noises, offensive odors, chemicals, animal parasites, animal food or waste, live and deceased animals, and hostile or aggressive animals.

The SPCA for Monterey County reserves the right, at any time with or without notice, to alter or change job responsibilities, reassign or transfer employees, or assign additional job responsibilities.

This job description does not constitute a written or implied contract of employment.

**ACKNOWLEDGEMENT & RECEIPT**

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

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Employee Signature

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Date