



United Way
of San Diego County

Job Title: Donor Relations Coordinator
Department: Resource Development
Reports to: VP, Corporate Relations
FLSA Status: Non-Exempt/Full Time

POSITION SUMMARY

Reporting directly to the VP, Corporate Relations, the Donor Relations Coordinator will support and advance high-quality, year round relationships with key donor segments including- leadership and major donors, as well as grant funders and foundations to attract and sustain resources to support United Way of San Diego County's strategic direction and community impact initiatives. In addition, the Donor Relations Coordinator will support grant and foundation relationships including but not limited to: identifying prospects, tracking applications and reporting, and supporting year round stewardship plans for key funding partners.

KEY RESPONSIBILITIES

- Track and support year-round engagement plans and key metrics for high-priority segments of donors (including but not limited to Leadership Society, Tocqueville Society, Major Donors, Lapsed Donors, and Foundations) with goals of fostering personal connections and longstanding ties to UWSD throughout their donor journey. Assist in developing engagement plans as requested.
- Manage a segmented thank you process for donor segments: draft and produce personalized and high-volume thanks for high-priority segments of donors and activities for other key segments of donors.
- Identify opportunities and produce personalized donor stewardship communications to advance stronger engagement with UWSD.
- Work closely with donors to ensure designation requests, acknowledgment letters, stock transfers, and other high touch customer service needs are met.
- Work with Resource Development team to coordinate tailored and effective lapsed donor campaigns for specific donor segments.
- Monitors reporting needs and generates all donor segmentation reports and communication tracking
- Identify potential grant prospects that align with the mission and vision of UWSD and coordinate and track the application process, reporting, and year-round communication.
- Provides exceptional customer service for cross departmental collaboration, as well as external donor groups.
- Provides support and coordination for donor recognition and recruitment events.
- Primary support to implement wealth-screening and relationship-mapping tools.
- Other duties as assigned.

COMPETENCIES

- **Effective and engaging communication** Brings UWSD brand to life and enables everyone who interacts with UWSD to experience the power of our mission.
- **Effective fundraising** – Is Donor focused and results driven, with relentless focus on gaining financial resources to support UWSD's mission and community impact strategic objectives.
- **Cross functional capability and collaboration** Work effectively in a cross-functional, matrix organization. Bring a team-orientated mindset and approach to work. Demonstrate skills and abilities to collaborate for results.
- **Relationship oriented** – Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.

- **Creating Brand experience for everyone (individuals, donors, partners)** – Effective and passionate communicator, articulating the UWSD message in a way that inspires other to act in service to the organization and the community.

QUALIFICATIONS

Education & Experience: Bachelor's degree and/or related professional work experience required.

REQUIRED SKILLS & ABILITIES

- Should possess strong interpersonal, written, and verbal communication skills
- Must be able to exercise initiative, independent good judgment, flexibility, discretion, and solid decision making
- Should possess excellent project management skills and disciplined time management skills with strong accountability
- Must possess strong multitasking and prioritizing skills, with exemplary attention to detail
- Must be a quick learner with ability to learn new database systems and easily adapt to change
- Must have excellent relationship building skills, strong organization, and follow up skills.
- Must be able to successfully manage multiple priorities and demonstrate confidence working within a fast paced team environment
- Proficiency in Microsoft Office (Excel, Word, Outlook, and PowerPoint) is essential; experience using Microsoft CRM or comparable fundraising database software preferred

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met 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 of the job.

- Hands are regularly used to write, type, key and handle or feel small controls.
- The person in this position frequently communicates with Leadership, Staff and the Public. Must be able to exchange accurate information in these situations.
- Weights of up to 30 pounds occasionally lifted (carrying devices provided)

The statements herein are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of incumbents.

Work Schedule:

Typical schedule is 8:00 a.m. to 4:30 p.m. Monday through Friday. However, flexibility is required due to nature of business. Schedule may be changed as needed, to include evenings, weekends and holidays.

Revised 4/2019