Donor Relations Coordinator

**Department:** Development
**FLSA Status:** Non-Exempt

**Reports to:** Director of Development
**Position(s) Supervised:** N/A

**Location:** Bigfork, MT

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**WHO WE ARE**

**The Crisis:** The truth is there are not enough equipped families to care for Montana’s most vulnerable children who enter the foster care system due to abuse and neglect.

**The Solution:** Whether a child’s need is a few days, a few months, or forever our vision is a family for every child. We raise up bold and passionate Christians to do the hard work of caring for these children in our communities. Our mission is to find and equip foster and adoptive families for children who have suffered abuse and neglect.

**Organizational Values:**

- **We are fearless.** Our faces are as lions.
  
  “They were brave warriors, ready for battle and able to handle the shield and spear. Their faces were the faces of lions.” 1 Chronicles 12:8

- **We see the unseen.** What can be compels us.
  
  “So we fix our eyes, not on what is seen, but on what is unseen.” 2 Corinthians 4:18

- **We are ambassadors.** We bear the image of another.
  
  “But you are a chosen people, a royal priesthood, a holy nation, God’s special possession, that you may declare the praises of him who called you out of darkness and into his wonderful light.” 1 Peter 2:9

- **We go out in joy.** Our path is marked by light.
  
  “For you shall go out in joy and be led forth in peace; the mountains and the hills before you shall break forth into singing, and all the trees of the field shall clap their hands.” Isaiah 55:12

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**THE ROLE**

The Donor Relations Coordinator supports engaging hearts to the mission by timely stewardship of communication with donors. The primary focus of the development team is to create a sustainable fundraising infrastructure that offers meaningful opportunities for donors to engage and supports overall organizational growth.
TO BE SUCCESSFUL
Your knowledge, skills, and abilities:
- Highly efficient in time and project management. You are self-disciplined and forward-thinking, providing deliverables in a quality and timely manner.
- Skilled at coordinating multiple tasks and projects with a keen eye for detail.
- Able to pivot quickly to match the needs of the team and mission.
- Analytical thinker who can evaluate processes and data offering constructive feedback, and when needed ideas on more effective ways of operating.
- Warm and relational verbal, written, and interpersonal communication skills. You can connect with a variety of people in a range of settings (small gatherings, large groups, individual meetings, etc.).
- Ability to maintain confidentiality under a wide range of circumstances.
- Sound perception in conversations, observation, judgment, and decision making. You know how to listen both to the said and unsaid, you know how to ask questions to gather more information, and you know how to take the next right step.
- Active learner willing to collaborate with others and learn new ideas. We are always learning, and you enjoy growing in knowledge and skill along the journey.
- Proficient in Microsoft office suite. We use it all: Outlook, Word, Excel, PowerPoint, Teams, OneDrive, SharePoint.
- Capable of working with a variety of technology including CRMs, video conferencing, cloud-based applications, etc. Half of our team is spread across the state, so we are always online.

Your education, certification, experience and/or other requirements:
- Bachelor’s degree in business, communications, or related field, and 3+ years of fundraising support experience, preferably non-profit. Equivalent education and experience will be considered.
- Must have a valid driver’s license, active and up to date liability coverage, and a dependable vehicle.

THE DAY TO DAY
Your essential duties and responsibilities:
Donor Engagements
- Self-execute donor communications, including but not limited to, thank you notes, packets, donor calls, and other acknowledgements.
- Assist donors with needs or questions as they arise.
- Cultivate ongoing relationships with donors.
- Provide timely recognition and appreciation for gifts received.

Administration
- Timely entries of gifts, including but not limited to, cash, in-kind, and endowment giving.
• Ensure data integrity with regular, informational updates to donor profiles and routine data audits.
• Review donation data to identify trends, such as possible monthly donors as well as monthly donors who may have stopped giving.
• Collect and enter needed donor survey responses from legacy mailings.
• Complete grant application submissions including, but not limited to, printing packet materials, collecting needed signatures, and mailing the application packets.
• Work in the grant project management system to communicate status of tasks during the application process.
• Timely notifications of received communications from grantor, including but not limited to, application approvals, payments received, etc.
• Coordinate calendar reminders for direct mail campaigns, but not limited to, data pulls, press proofs, drop deadlines, and postproduction feedback.
• Produce direct mail campaign data files and communicate with the print-house regarding delivery and schedule.
• Track direct mail campaign responses.
• Support the Director of Development with special events planning, preparation, and execution.

To perform this job successfully, an individual must demonstrate the capacity or potential to perform each essential duty with excellence. The above statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required. Other duties may be assigned.

Work Environment
• The normal work environment is an office environment with occasional meetings offsite in conference areas, coffee shops, and/or other public spaces.
• Noise level in the work environment is moderate.
• The general work schedule is Monday-Friday, 8am-5pm but can vary based on the needs of the organization and will have some weekend and evening work.
• Travel to event locations, team gathering locations, and other Regional Offices on an as needed basis.

Physical Demands
• 1/3 of the time be able to: climb or balance; stoop, kneel, crouch or crawl; lift up to 50 pounds; push or pull up to 25 pounds.
• 3/4 of the time be able to: stand; sit; walk; use close vision (20 inches or less) for computer work; reach with hands and arms.
• 3/4 of the time be able to: use hands; talk and hear.

The above is representative of the faith, values, knowledge, skills, abilities, education, experience, physical demands and other requirements an employee needs while performing the essential functions of this job. The work environment characteristics described are representative of those an employee encounters while performing the
essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

APPLICATION PROCESS
To apply for the Donor Relations Coordinator position please email a cover letter, resume, and three professional references to careers@childbridgemontana.org. In your cover letter, please detail your interest in our mission and how you see yourself making an impact in this role.