

Vermont Public Radio

Job Title: Development Services Coordinator
 Department: Development
 Reports To: Director of Development Services
 Classification: Full-time
 FSLA Status: Non-Exempt
 Prepared Date: 2/5/2019

SUMMARY: The Development Services Coordinator is responsible for performing core development functions to achieve VPR revenue and strategic goals. As organizational needs require, the Development Services Coordinator assists with projects outside of the functional area of responsibility.

ESSENTIAL ROLES:

1. Core development functions of gift processing, account updates and donor communications.
2. Plan, coordinate and execute Membership Drive Thank you gifts.
3. Conduct quality assurance and reconciliation of monthly Development revenue with Accounting.
4. Special Assignments and Projects

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Essential Responsibilities	Outcomes
Process donor contributions totaling seven figures annually. Process related donor account updates regularly.	All donor contributions & account updates are analyzed & processed in a timely, accurate manner according to VPR confidentiality & gift acceptance policies. Work reflects consistent application of quality assurance practices and diligent handling of complex scenarios. Credit card handling meets PCI Compliance requirements. Scope: Checks & credit cards, Lockbox, Web, Matches, PayPal, Stock, EFT and ACD files.
Respond to donor questions and concerns; troubleshoot issues and resolve complex scenarios.	Donor inquiries are resolved timely and accurately through clear and respectful communications that strengthen relationships.
Generate and coordinate outbound donor communications.	Customer service levels are met while adhering to quality assurance and record documentation practices. Content & data are accurate and volunteers are effectively engaged. Scope includes Gift Acknowledgements, Pledge Reminders, and Individual Contribution Summaries. Proficiency leads to coordinating & generating Direct Mail, Electronic Direct Mail & other large-scale communications containing Development Systems data to achieve revenue objectives.

Coordinate all aspects of membership drive thank you gifts.	Thank you gifts are selected, designed, ordered and fulfilled within budget, meeting internal service levels and helping channel audience inspiration into support. Volunteers are effectively engaged. Thank you gifts are accurately represented at VPR.org and ACD. Proficiency leads to maintaining other vpr.org donation page content & functionality.
Perform monthly quality assurance of gift entry and reconciliation of Development revenue with Accounting.	Each month is closed, QA'd and reconciled with Accounting in a timely manner. Any discrepancies between Development & Accounting figures are effectively resolved.
Coordinate and liaison with the call center regarding customer service for membership drives and Sustainer retention campaigns.	The call center is leveraged to deliver high quality, cost effective customer service and donor contribution functions during membership drives.
Participate in special assignments and projects as requested.	Incorporate special assignments and projects into daily responsibilities when departmental priorities require.
Demonstrate personal skills and characteristics that model excellence in the organization.	Promote a collegial and mutually respectful atmosphere within the department and the organization.

EXCELLENCE IN THIS ORGANIZATION includes the following:

1. A high level of commitment and dedication to the mission of VPR and public radio.
2. Preserving confidentiality appropriately.
3. Serving as an excellent ambassador for VPR, both formally and informally. Helping listeners, potential listeners, donors and potential donors connect with VPR.
4. Facilitating excellent communications across departments, among employees, and with the public. Fostering open and candid relationships with VPR listeners and donors. Managing conflict constructively.
5. Demonstrating a commitment to the continuous improvement of VPR's ability to fulfill its mission and vision. Demonstrating and encouraging creativity and enthusiasm for this work.
6. Expressing consistent, high performance expectations for themselves, their department, VPR's leadership and VPR.

7. Developing a broad understanding of all of VPR's departments, programs and services sufficient to assist donors, collaborate effectively with peers, ensure excellent communication and teamwork among departments.

SUPERVISORY RESPONSIBILITIES: None

POSITION REQUIREMENTS:

Education and Experience: High school or GED degree required; undergraduate degree preferred. At least 2 years of professional experience demonstrating aptitude for customer service, technology, data, financial figures, and a high degree of confidentiality. Non-profit fundraising and Raiser's Edge experience preferred.

Essential Skills: Excellent communications (verbal and written in English), interpersonal and organizational skills required. Demonstrated ability to work collaboratively and independently, with focus and attention to detail in an open office environment. Demonstrated ability to exhibit teamwork and adaptability. Working knowledge of Microsoft Office; proficiency with Excel, Word and Mail Merge. Experience with Raiser's Edge preferred.

Physical Demands: While performing the duties of this job, the employee must regularly talk, hear, and sit or stand facing a computer using a keyboard for extended periods, use hands to feel and hold, and reach with hands and arms. The employee must occasionally lift and/or move up to 5 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus and use dual monitors. The work environment is an open environment office and noise levels vary. (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.) *Please note: This is not an all-encompassing statement of this position's responsibilities. While it attempts to be comprehensive, new responsibilities may be assigned to this position at any time.*