



Major Donor Development Coordinator

Job description

Anderson Humane is a one-of-a-kind, non-profit, animal welfare organization. We focus on creating and supporting mutually beneficial relationships between people and animals through adoption, veterinary care, community programs, and wildlife rescue and rehabilitation.

The Major Donor Development Coordinator is crucial to the organization in identifying donor opportunities, scheduling meetings, and sending out donor communications. This role also ensures the donor database is kept updated and accurate while providing outstanding customer service to our donors.

Reports to: CEO

Job Type: Regular, Part-time, Hourly/Non-Exempt, Onsite

Duties and Responsibilities (to include, but not limited to)

Donor Relations and Communication

- Email, speak with, and schedule donor meetings on behalf of the CEO.
- Update donor contact and communications information to ensure accuracy and completeness.
- Build donor profiles to recommend prospective donors and strengthen cultivation efforts.
- Escalate complex questions to development officers or leadership as needed, ensuring high-quality service standards.
- Serve as a primary point of contact for donor inquiries, responding by phone, email, or mail with efficiency, warmth, and accuracy.
- Provide information about giving opportunities and organizational impact.
- Resolve issues related to donations, acknowledgments, or donor records promptly and professionally.

Stewardship and Thank You Letter Processing

- Generate personalized thank you letters and acknowledgments for all gifts received, ensuring timely delivery by mail or email.
- Coordinate with the development team to tailor acknowledgment language for special campaigns, events, or major gifts.
- Track and monitor acknowledgment status to maintain rapid and consistent stewardship practices.
- Assist in the drafting of stewardship materials, donor updates, and event invitations as needed.

General Administrative Support

- Support the development team with administrative tasks, including calendar management, meeting preparation, and event logistics.
 - Assist in the maintenance and improvement of donor management systems and procedures.
 - Contribute to special projects, campaigns, and fundraising events as assigned.
 - Attend any events, meetings, and programs upon request.
- Other duties as assigned.

Work Environment

- Availability to work a flexible schedule of weekday mornings and afternoons, and non-standard hours when needed.
- Office and community-based work environment.
- Shared workspace possible.
- Possibility of a part-time work-from-home schedule in the future.
- Sense of ease and willingness to accommodate animals in the workplace.
- Potential exposure to animals, allergens, and occasional zoonotic diseases.

Candidate Requirements

Education and Expertise

- Associate or bachelor's degree preferred; equivalent work experience considered.
- Previous experience in nonprofit development, fundraising, or administrative support is an asset.
- Proficiency with donor databases (e.g., Raiser's Edge, DonorPerfect, Salesforce, or similar CRM systems).
- Proficiency in Microsoft Office Suite (particularly Word, Excel, OneDrive) and Google Suite.
- Must have own transportation, valid driver's license and insurable driving record.

Knowledge, Skills, and Abilities

- Commitment to the mission and values of the organization; project a supportive representation of Anderson Humane at all times.
- High attention to detail, accuracy, and confidentiality in handling sensitive donor information.
- Excellent verbal and written communication skills, with a friendly demeanor.
- Strong organizational and multitasking abilities, able to prioritize competing deadlines, and redirect efforts with minimal supervision when priorities change
- Ability to work collaboratively in a team environment as well as independently.
- Ability to focus in a shared cubicle or office space.
- Ability to model professional behavior in stressful or high-emotion situations; asks appropriate questions in an effort to gather pertinent information.

Personal Attributes

- Empathy and Discretion: Approaches every donor interaction with care and respect, always maintaining donor confidentiality.
- Responsiveness: Demonstrates urgency in responding to donor inquiries and processing gifts and acknowledgments.
- Initiative: Proactively identifies opportunities to improve processes and donor experiences.
- Adaptability: Flexible and open to change in a fast-paced, evolving fundraising environment.
- Positive Attitude: Maintains professionalism and optimism, even during busy periods or when handling challenges.

Euthanasia Statement

Anderson Humane's staff, interns, and volunteers must understand and accept that, even though all reasonable accommodations are made to support the physical and emotional health of our animals, there are situations in which animals must be euthanized.

DD Aug25