

Position: Development & Volunteer Coordinator
Department: Development
Reports to: Donor Relations Manager
Classification: Full-time, non-exempt. Some evening and Saturday work is required.
Compensation: Starting pay is \$16.00/hour. Benefits include health/dental/vision insurance, life insurance, \$2,000 per year IRA contribution, 13 paid holidays, and PTO.

SUMMARY

Tri-State Food Banks seeks a Development & Volunteer Coordinator, as a member of the Development Department, working directly with the Donor Relations Manager, to advance the organization's mission and deepen relationships with organizations throughout the Tri-State area. The Development & Volunteer Coordinator will focus on assisting the Development Department staff in fundraising efforts through administrative and database responsibilities, provide excellent customer service to current and prospective volunteers and donors, collaborate with members of the Development Department to retain and elevate donor giving, and assist with marketing and social media to raise awareness and engage volunteers and donors. The Development and Volunteer Coordinator is responsible for recruiting volunteers, coordinating volunteer groups, and managing volunteer groups from registration to post-event acknowledgments.

DUTIES and RESPONSIBILITIES:

- Work closely with the Development team to assist with tasks in the department's Development and Strategic Plans.
- Ensure accurate donor and volunteer records, data, interactions, and notes.
- Assist the Donor Relations Manager with establishing best practices for data management within the Development department and updating database manuals.
- Work with the Development team to determine monthly website and social media needs, create and schedule posts across platforms while adhering to graphic standards.
- Create and generate donor and volunteer reports as needed.
- Assist with timely and appropriate acknowledgments, both written and electronic.
- Assist with responding to donor and volunteer inquiries in a prompt and courteous manner.
- Manage all on-site and off-site volunteer activities for the organization through needs assessments and internal communications.
- Managing all aspects of the volunteer experience including marketing, recruiting, registering, greeting, and acknowledging.
- Regularly welcome and communicate with volunteers during weekly volunteer shifts, ensuring personal recognition of regular/recurring volunteers, large groups, and corporate volunteers.
- Maintain donor and volunteer acknowledgment/stewardship records and keep track of related individuals and/or events that would easily translate into a social media post and/or fundraising campaigns.
- Assist with special projects and other duties as assigned.

POSITION REQUIREMENTS

Required Education/Experience:

- Bachelor's Degree
- 1 – 3 years of experience in non-profit development and volunteer experience preferred.
- Experience in Microsoft Office (Microsoft Word, Excel, PowerPoint).
- Experience with donor and volunteer software preferred.
- Experience with social media marketing.
- Demonstrated ability to build professional networks and sustain relationships.
- Excellent presentation and communication skills with the ability to prepare and present information.
- Proven success as part of a cooperative team.

Required Knowledge/Skills:

- Excellent organizational skills with high attention to detail and follow-through.
- Ability to organize and prioritize multiple tasks, maintain records, and work with interruptions.
- Exceptional written and verbal communication skills.
- Ability to maintain professionalism at all times.
- Strong team player and positive peer relationships.
- Excellent computer skills (Microsoft Word, PowerPoint, and Excel).
- High-energy person with excellent interpersonal skills.
- Demonstrated commitment to continuous process improvement.
- Experience with or knowledge of social service/hunger issues a plus.
- Commitment to Tri-State Food Bank's mission.

Physical Requirements:

- Ability to give regular communications in person, in writing, by email, and by telephone.
- Prolonged seated computer/desk work as well as standing, walking, and bending.
- Ability to access, research, read, review, enter and retrieve information from a computer, hard copies, and desktop publishing systems.
- Ability to lift and move materials weighing up to 30 pounds.
- Ability to operate equipment such as pallet jack, metal cart, etc. (on-the-job training provided)
- Ability to give verbal presentations, facilitate group activities, and give facility tours.

The purpose of this job description is to provide an overview of the scope of the position. This is not a comprehensive list of duties/responsibilities. Other relevant duties and responsibilities may be assigned.

To apply: Send cover letter and resume to: Mardi File, Donor Relations Manager, Tri-State Food Bank, 2504 Lynch Rd., Evansville, IN 47711.