

Donor Relations Coordinator

Job Description Summary

Reports to: Development Officer

Position: Full-time, Hourly Non-Exempt, Benefits Eligible

Location: Hybrid- North Carolina, Rochester, NY

Work Schedule: M-F 9-5

Salary Range: 40-45K

OUR MISSION: *Wine To Water (WTW) is committed to supporting life and dignity of all through the power of clean water.*

CORE VALUES: *Integrity, Excellence, Courageous Communication, Extreme Ownership, and Entrepreneurship*

JOB SUMMARY

The primary role of the Donor Relations Coordinator is to support donor relationships through meaningful, consistent communication and engagement. The Donor Relations Coordinator will oversee the gift acknowledgment process, ensuring donors are thanked in a timely fashion and are shown the impact of their support. This role's function is also significantly cross-departmental, ensuring that information about participants, donors, leads, volunteers, and partners is communicated efficiently between Fund Development and WTW's Marketing, Filter Build, Volunteer, and International Programs teams.

JOB RESPONSIBILITIES

- Implement WTW's stewardship strategy and develop communication tactics in collaboration with the development team.
- Maintain Acknowledgement & Stewardship policies and processes
- Draft, proof, send acknowledgments, and hold accountability for donor receipts and annual tax statements
- Assist with planning, creating, and executing monthly and annual donor communications, campaigns like Giving Tuesday, and the annual report
- Manage and track monthly stewardship touchpoints in WTW's CRM (Salesforce), including acknowledgments, recognition, ongoing communications, and continued cultivation of past and current donors to enhance their relationship with WTW.
- Oversee the implementation of Fund Development campaign communications, including creating mailing list criteria, list cleaning, preparation for distribution channels, scheduling, and reporting
- Research and qualify prospective donors and partners identified by Fund Development, Leadership, or through Filter Builds and Volunteer trips. This includes use of our wealth screening tool in addition to internet research such as press releases, social media, and company websites.

- Collaborate with marketing and development teams to update Fund Development content on the website and in fundraising platforms, and consistently update donor communication channels with compelling impact stories.
- Monitor WTW profiles on public, non-profit review platforms
- Receive incoming office calls and inquiries, connecting to other departments as needed.
- Support Development Interns in their special assignments.
- Other duties as assigned by the Development Officer.

QUALIFICATIONS & EXPERIENCE

- 2-3 years of experience in a fundraising or non-profit environment, particularly for international development and relief work
- Prior experience in donor stewardship and database management (CRM) is preferred.
- The knowledge and ability to assist, support, and oversee comprehensive donor acknowledgement and recognition plans, including advising on complex and carefully orchestrated cultivation events and programs for major donors.
- Ability to convey a high degree of commitment and passion for WTW's mission.
- Excellent written and oral communication skills that are effective with a diverse range of audiences, including board members, volunteers, internal staff, donors, executives, potential funding partners, and all constituencies.
- Proficient in Google Workspace, especially Google Sheets and Slides.
- Ability to maintain a high level of confidentiality.
- The ability to work independently and as part of a team; detail-oriented, well-organized, focused, and goal-oriented, with a high level of initiative and energy, as well as problem-solving skills.

IT'S AN ADDED PLUS IF YOU HAVE:

- Experience with Salesforce, Classy, and/or iWave
- A college degree
- Fluency in a second language

Equal Opportunity Employer:

Wine To Water is an equal opportunity employer.

Wine To Water has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate