

**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: March 2021

**SUMMARY:** The Development Services Coordinator is responsible for performing core development functions to achieve organizational 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. Collaborate with other stakeholders to design & conduct Development campaigns.
3. Conduct quality assurance of monthly Development revenue.
4. Special Assignments and Projects

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

Essential Responsibilities	Outcomes
Process donor contributions and complete account updates regularly.	All donor contributions & account updates are processed in a timely, accurate manner according to the organization’s 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 includes: Checks & credit cards, Lockbox, Web, Matches, PayPal, Stock, EFT, Call Center files and Sustainer Batch processing.
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, Recurring Gift Advisements, Stewardship Campaigns, Pledge Reminders, and Individual Contribution Summaries. Proficiency may lead to coordinating & generating Direct Mail, Electronic Direct Mail & other large-scale communications containing Development Systems data to achieve revenue objectives.

Collaborate with other stakeholders to design & conduct donor acquisition, retention and fundraising campaigns.	<p>Communications and tactics achieve specific campaign goals to support organizational strategic goals for individual giving and financial sustainability.</p> <p>Thank you gifts are selected, designed, ordered and fulfilled within budget, meeting internal service levels and aligning with organizational branding guidelines. Thank you gifts are presented accurately online and at the call center.</p>
Perform monthly quality assurance of gift entry& adjustments.	Each month is closed and QA'd in a timely manner. Any discrepancies between Development & Accounting receipts 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 the organization and public media.
2. Preserving confidentiality appropriately.
3. Serving as an excellent ambassador for the organization, both formally and informally. Helping listeners, potential listeners, donors and potential donors connect with the organization.
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 the organization'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, the organization's leadership and the organization itself.

7. Developing a broad understanding of the organization'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 but not required. At least 2 years of professional experience demonstrating your adherence to confidentiality and your aptitude for customer service, financial figures, proprietary data bases and common office technology. Non-profit fundraising, Raiser's Edge and/or Salesforce experience preferred but not required.

**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 and/or remotely at home. Demonstrated ability to exhibit teamwork and adaptability. Working knowledge of Microsoft Office; proficiency with Excel, Word and Mail Merge. Experience with Raiser's Edge and/or Salesforce preferred but not required.

**Physical Demands:** The work environment is usually in an open space office or remotely from home; occasional travels for off-site events or training. 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.*