

BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY

DEVELOPMENT COORDINATOR JOB DESCRIPTION



GENERAL JOB INFORMATION	
Title:	Development Coordinator
Reports To (Title):	President & CEO
Job Type:	Resource Development
Department:	Resource Development
FLSA Classification:	Exempt
Date Last Reviewed:	December 2021
Application Method:	Send resume and custom cover letter to hr@bbbslowcountry.org . Interviews targeted for mid-late January 2022 with a target start date of mid-to-late February
Compensation Range:	\$36,000-\$45,000 dependent on experience

JOB SUMMARY

The Development Coordinator is critical to our growth and mission fulfillment. They will help generate and retain the funding and brand awareness necessary to fuel our mentoring programs. The Development Coordinator will work directly with our dynamic CEO and board of directors. The role is responsible for assisting with and implementing the overall development strategy, including but not limited to all event planning, direct solicitation, peer-to-peer, stewardship, database management, social media, and website efforts.

The successful candidate will be eager to join a fast-paced social change organization dedicated to changing the trajectory for an increasing number of our region's most vulnerable and HIGH POTENTIAL/PROMISE children. They will be ambitious, driven, dynamic, self-directed, and energetic colleague passionate about our mission. They will also exhibit an inclusive, asset-based customer service and growth mindset, intellectual curiosity, cultural humility, and the ability to balance both the big picture and technical aspects of the role through innovation and an ongoing commitment to continuous quality improvement. They welcome change; embrace technology, social media, and innovative communications strategies; are detail oriented; and motivate and inspire customer-centric relationship management with donors, potential volunteers, staff and families.

The Development Coordinator will also exemplify BBBSL's core values of being fiercely positive and playful with a purpose; being a good steward and innovator for growth; sharing a commitment to leveling the playing field (equity); being unfailingly collaborative; demonstrating dedication to courage, compassion, and connection; and being results-driven. Finally, this professional will be motivated to meet goals and will welcome the opportunity to work in a transparent, data-driven work culture.

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ESSENTIAL FUNCTIONS

Essential Function 1: Coordinate and implement all direct solicitation and stewardship activities

- In coordination with CEO, schedules, produces, and disseminates brand-compliant, accurate, and compelling printed and electronic solicitation and stewardship correspondence
- Prepares print thank you letters for CEO signature and packages them for distribution
- Ensures accuracy of online giving portal acknowledgement and thank you correspondence
- Ensures accuracy of email lists
- Documents all activities in agency CRM
- Schedules and assigns appropriate donor touchpoints
- Provides CEO reports as needed

Essential Function 2: Creates, schedules, and manages all social media and updates website

- Manages all social media activities (Facebook, Instagram, LinkedIn) to drive brand awareness, volunteer recruitment, participant recognition, and financial investment in the mission
- In Coordination with CEO and mission delivery staff , creates and schedules brand-compliant, compelling content featuring new matches, match success stories, volunteer recognition, donor recognition, fundraising events and campaigns, recruitment events and campaigns, community events, partner activities, match activities, and more
- Updates WordPress website as needed

Essential Function 2: Plan and manage fundraising and volunteer recruitment events

- Supports CEO in managing volunteer committees
- Coordinates all event details associated with annual BIG Lowcountry Boil (ticketing, auction, entertainment, vendors, social media, etc.), BIG League volunteer recruitment events (guests and vendors, social media, etc.), and BIG Hearted Gatherings (host, guests, vendors, etc.)
- Ensures expenses remain within budget
- Ensures proper stewardship following events
- Ensures activities are properly documented in CRM
- Provides CEO reports as requested

Essential Function 3: Coordinate and deliver all peer-to-peer giving campaigns

- Supports CEO in managing volunteer committees
- Creates P2P portal and custom pages for all participants
- Ensures coordination between P2P site, agency website, and social media pushes
- Creates and disseminates correspondence and directions to participants throughout campaigns
- Provides technical support to participants
- Provides CEO reports as requested

Essential Function 4: Manages development database

- Processes all gifts accurately
- Enters all offline donations properly providing soft credit when appropriate

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- Maintains accurate contact records for donor and updates regularly
- Ensures databases from external systems are uploaded properly
- Documents donor activity (moves management)

Essential Function 5: Provides scheduling and administrative support to CEO

- Schedules discovery meetings with CEO and prospective donors
- Produces meeting materials for CEO
- Documents meeting outcomes in CRM
- Schedules next moves for CEO

QUALIFICATIONS

Education

- Bachelor's degree preferred with a degree in a related field preferred, but not required (possible examples: communications, marketing, public relations, English, nonprofit administration, etc.)
- With approval from Big Brothers Big Sisters of America, exceptions will be made for candidates that
 - Are within 6 months of graduation
 - Have an associated degree and four (4) years of relevant experience
 - Have a high school diploma/equivalent and six (6) years of relevant experience

Experience

- Minimum of one-year post-degree relevant work experience preferred
- Experience with social media platforms required (Facebook, Instagram, LinkedIn, Hootsuite)
- Strong proficiency with MS Office Suite (Outlook, Word, Excel, PowerPoint, Publisher) and Zoom required
- Experience with Canva (or other design platforms), Constant Contact, WordPress, CharityProud/Classy/Salesforce (or other CRMs) preferred
- Experience in a youth development/service field preferred
- Lived community experience preferred

Skills

- Ability to work in a fast-paced, transparent performance management culture
- Demonstrated interpersonal skills, cultural competency, and ability to work with diverse stakeholders
- Excellent oral and written communication skills
- Donor/customer-centric mindset
- Experience working with and openness to embracing new technology
- Ability to anticipate and quickly recognize and address hurdles/obstacles
- Bias toward collaborative problem-solving and issue resolution
- Willingness to embrace change and innovation
- Understanding and value for creating and managing to key performance indicators

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PHYSICAL DEMANDS OF JOB

- This job requires exerting up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects
- Worker must frequently use typical office equipment (telephone, copier, printer, fax, etc.)
- Worker must have a cell phone with an unlimited data plan for use in the role (will be partially with a monthly stipend)
- Worker sits most of the time
- Worker communicates with constituents, clients, and/or partners by phone and in person
- Must be able to navigate locations that are not ADA compliant. Routinely required to travel by car
- Worker must have their own car for use in the role (mileage will be reimbursed at set per mile rate)

WORK ENVIRONMENT

- Primarily works in a climate-controlled office-based setting
- This role will, in time and dependent on performance during and following a 90-day probationary period, will allow for partial remote work
- Will work in an office with a trained, hypoallergenic dog
- Must be willing to work with some frequency hours outside normal office hours to ensure BBBSL presence in the community, attend and deliver BBBSL and other networking events, meet donors/stakeholders, etc.

Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Duties, responsibilities and activities may change at any time with or without notice. Employment with BBBSL is at-will. BBBSL is an equal opportunity employer and does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics.