

# BIG BROTHERS BIG SISTERS OF THE LOWCOUNTRY DEVELOPMENT COORDINATOR JOB DESCRIPTION



GENERAL JOB INFORMATION	
<b>Title:</b>	Development Coordinator
<b>Reports To (Title):</b>	Development Director
<b>Job Type:</b>	Resource Development
<b>Department:</b>	Resource Development
<b>FLSA Classification:</b>	Hourly (40 hours)
<b>Date Last Reviewed:</b>	June 2024
<b>Compensation Range:</b>	<ul style="list-style-type: none"> <li>Hourly role: \$21.63-\$24.04/hour (\$45,000-\$50,000)</li> <li>70% of employee only PPO coverage to include health, dental, and vision</li> <li>Up to 3% company match in Simple IRA program</li> <li>Generous vacation, sick, and holiday leave package dependent on experience with credit provided for prior service in human service organizations</li> <li>Partial phone reimbursement</li> <li>Work-related mileage reimbursement</li> </ul>

## JOB SUMMARY

The Development Coordinator is critical to our growth and mission fulfillment. They will help generate and retain the funding and donor engagement critical to sustaining our efforts. The Development Coordinator will work directly with our CEO, Development Director, volunteer fundraisers, and board of directors. The role is responsible for informing and assisting with the implementation of the overall development strategy, including but not limited to all signature and third-party event planning, peer-to-peer giving campaigns, donor stewardship, and database management.

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 an ambitious, motivated, 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, innovative communications strategies; are administratively strong and detail-oriented; and motivate and inspire customer-centric relationship management with donors and potential volunteers.

The Development Coordinator will also exemplify BBBSL’s core values of being youth centric; 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: Manage and implement all direct solicitation and stewardship activities**

- In coordination with CEO/Development Director, schedules, produces, and disseminates brand-compliant, accurate, and compelling printed and electronic solicitation and stewardship correspondence
- Prepares print thank you letters for signature and packages them for distribution
- Ensures accuracy of online giving portal acknowledgment, donor files on the company drive, and thank you correspondence
- Ensures accuracy of email lists
- Documents all activities in agency CRM
- Schedules and assigns appropriate donor touchpoints
- Provides CEO/Development Director reports as needed
- Creates compelling email appeals tailored to engage and resonate with donors, incorporating effective design elements and persuasive writing techniques

### **Essential Function 2: Plans and coordinates fundraising and volunteer recruitment events**

- In collaboration with Development Director, supports volunteer event fundraising committees
- Works with CEO/Development Director to set fundraising goals
- Plans and manages the annual BIG Lowcountry Boil (ticketing, auction, entertainment, vendors, social media, etc.), BIG Boat Raffle (ticket sales, social media, etc.), and third-party fundraising events.
- Ensures expenses remain within budget
- Ensures proper stewardship following events
- Ensures activities are properly documented in CRM
- Provides CEO/Development Director reports as requested
- Updates website for each event

### **Essential Function 3: Coordinates and deliver all peer-to-peer (P2P) giving campaigns**

- In collaboration with Development Director, supports all volunteer P2P fundraising 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/Development Director reports as requested
- Updates website for each campaign

### **Essential Function 5: Manages development database**

- Processes all gifts accurately
- Enters all offline donations properly providing soft credit when appropriate
- Maintains accurate contact records for donors and updates regularly
- Ensures databases from external systems are uploaded properly

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- Documents donor activity (moves management)
- Reconciles between accounting software and CRM on no less than a quarterly basis

## QUALIFICATIONS

### Education

- Bachelor's degree preferred with a degree in a related field preferred, but not required (possible examples: communications, marketing, public relations, literature, political science, 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 four-year post-degree work experience in nonprofit development/fundraising preferred
- Strong proficiency with MS Office Suite (Outlook, Word, Excel, PowerPoint, Publisher) and Zoom required
- Experience with Canva, Levitate, Classy/Salesforce (or other CRMs) preferred
- Experience in a youth development/service field a plus
- Lived experience consonant with our program stakeholders preferred

### Skills

- Ability to work in a fast-paced, transparent, accountable performance management culture
- Preference for administrative and coordination roles
- Excellent organizational skills and ability to manage multiple assignment while meeting deadlines
- Ability to manage work in a self-directed fashion
- Demonstrated interpersonal skills, cultural competency, and ability to work with diverse stakeholders
- Must take a proactive approach to acquiring new skills while demonstrating a strong ability to independently learn and adapt
- Excellent oral and written communication skills
- Donor/customer-centric mindset
- Experience working with and openness to learning and 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

## 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

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- Employee must frequently use typical office equipment (telephone, copier, printer, fax, etc.)
- Employee must have a cell phone with an unlimited data plan for use in the role (will be partially with a monthly stipend)
- Employee must have reliable transportation
- Employee sits most of the time
- Employee communicates with constituents, clients, and/or partners by phone and in person
- Must be able to navigate locations that are not ADA compliant.
- Employee must have their own car for use in the role.

## WORK ENVIRONMENT

- Primarily works in a climate-controlled office-based setting
- This role will, in time and dependent on performance during and following a 60-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 frequency outside normal office hours (periodic evening and Saturday fundraising events) 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.