



Position Announcement:
Donor Services Coordinator

Application Dates:
November 30, 2023 (open) until filled
Resumes will be reviewed on a rolling basis until the position is filled.

About Us:

For more than 40 years, the Foodbank of Southeastern Virginia and the Eastern Shore has provided more than 380 million meals to those in our community who face hunger. Through our programs, facilities, and large network of community partners, we work to eliminate hunger daily. Our understanding of the need for a long-term solution has led to the creation of a refreshed strategic plan aimed at moving Hampton Roads closer to achieving the mission of eliminating hunger for those we serve—not only for the day, or for the week, but for a lifetime. For up-to-date information, visit foodbankonline.org or follow us on social media.

Position Overview:

The Foodbank of Southeastern Virginia and the Eastern Shore is seeking a dedicated and detail-oriented individual to join our team as our Donor Services Coordinator. This multifaceted position involves a combination of database management, donor relations, and community engagement. This position will be the welcoming face at our front desk, ensuring a positive experience for donors and volunteers while contributing to the overall success of our fundraising initiatives. Reporting to the Director of Development and Marketing, and collaborating with the Development Data Analytics Manager, Director of Corporate Engagement, and Chief Development Officer, this role joins a growing development team within an expanding organization.

Responsibilities:

Database Gift Entry:

- Accurately enter and process donor contributions into the database.
- Regularly update donor records and ensure data integrity.
- Generate reports as needed to support fundraising efforts.

Donor Acknowledgement:

- Prepare and send timely and personalized materials for donor recognition and stewardship.

Donor Service Calls:

- Provide excellent customer service to donors via phone and email.
- Address donor inquiries and requests, resolve issues, and ensure a positive donor experience.

Community Engagement:

- Coordinate volunteer check-in procedures for events and activities.
- Represent the Foodbank at speaking engagements and community events.
- Articulate the organization's mission and impact to diverse audiences.

Front Desk Support:

- Serve as the welcoming face at the front desk, greeting donors and volunteers.
- Provide backup support for the receptionist when unavailable.

Other duties may also be assigned

Preferred Qualifications:

- Bachelor's or associate degree in a relevant field or 2+ years of equivalent work experience.

- Experience in donor relations, fundraising, or nonprofit work including but not limited to database management, customer service, or volunteer coordination
- Exceptional organizational skills to handle multiple tasks simultaneously, and ensuring the accuracy of donor records
- An attentive donor-centric approach and a commitment to providing excellent customer service
- Proficiency in using fundraising databases and Customer Relationship Management (CRM) software, preferably Raiser's Edge NXT
- Cultural competence and the ability to work effectively with a diverse range of donors, volunteers, and community members
- Self-motivated with a proactive and professional attitude
- Excellent written and verbal communication skills
- Ability to work collaboratively within a team and across departments
- Familiarity with standard office software and a willingness to adapt to and learn new technologies and fundraising tools
- The ability to adapt to changing priorities, handle unexpected situations, and work well under pressure
- A genuine passion for the organization's mission and a commitment to advancing its goals

Working Conditions:

- Full-time, non-exempt
- This position operates in a professional office environment
- Occasional local travel is expected
- Occasional work on evenings and weekends for meetings and special events

Compensation:

- Starting at \$21/hour

Featured Benefits:

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| • Medical insurance | • 11 paid holidays |
| • Vision insurance | • One-week paid office closure |
| • Dental insurance | • 401(k) |
| • Generous paid time off | • Employee development |

How to Apply:

Complete the application at foodbankonline.org/about-us/careers/ or email a resume and cover letter to orfrecruiting@foodbankonline.org with the subject: *Donor Services Coordinator*.

The Foodbank of Southeastern Virginia and the Eastern Shore is committed to the full inclusion of all qualified individuals. If reasonable accommodation is needed to complete the application process, please contact the employer directly at orfrecruiting@foodbankonline.org.

The Foodbank of Southeastern Virginia and the Eastern Shore is an Equal Opportunity Employer. The Foodbank encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.