DEVELOPMENT COORDINATOR

THE POSITION

The Development Coordinator will work with the Development Officer and other St John’s College staff to significantly increase private sector support for the College through efficient and effective communications, stewardship and administrative assistance. The individual is an essential team member to the Development Office and as a representative of the College will provide regular and highly personal communication and stewardship to donors and alumni. This individual will also ensure timely, accurate and complete records are maintained.

As a key members of the develop team, the Development Coordinator will keep up to date on giving vehicles and philanthropic trends and help shape strategy for the department and to respond effectively to requests for information.

They keep abreast of topical events in fundraising and news as they relate to donors’ interests, and researches events and news which may be of interest to donors and their abilities and/or desires to give.

The position is funded for 35 hours per week and reports directly to the Development Officer.

KEY RESPONSIBILITIES AND DUTIES

**Communications & Stewardship** 50%

**Communications:**
- The position is responsible for producing the twice-yearly print newsletter and the quarterly e-newsletter. The newsletters have a circulation of approximately 3,500. Newsletter production includes collating the content, and liaising with external production staff including designers, printers and emailing experts.
- Independently drafts proofs of the newsletters for approval by the Development Officer and Warden. Independently reviews, edits and approves all final colour proofs from printers/ producers. Gives go-ahead to proceed with printing.
- Writes articles, stories and news pieces featuring donors or events for publication in UM or external publications to promote the College.
- Writes donor communications, including thank-you letters and e-news updates.
Website and Social Media:
- Responsible for maintaining the Development Office portion of the College website. The position compiles and reviews all web activity, alerts the appropriate staff member to broken links or other issues, researches, writes and edits articles for posting, compiles updated material related to alumni and development and writes updated postings.
- Periodically, the position will audit the current website layout and research related external sites for ideas to improve the site. The position will independently develop and create marketing ideas based on this research and present them to the Development Officer.
- Monitors activity on the alumni development portion of the website and compiles detailed statistics and reports for the Officer to be used for analysis. Based on website activity trends, the position will independently research and develop marketing, communication and advertising plans for the website.
- Provides content for promotion on the College’s social media outlets, including but not limited to Facebook, Instagram, Twitter.
- Maintains College content on the Canada Helps website

Event Planning:
- The position is responsible for planning all donor and alumni events and College events as assigned. This will include booking venue, creating guest lists, ordering food/beverage, etc.

Stewardship:
- The Development Office aims to contact all its donors at least once a month; the position is responsible for creating and producing monthly mass contacts with donors. This includes, but is not limited to, holiday greetings, mid-winter greetings, the regular In Lumine newsletters, summer greetings, and spring mailings. The incumbent presents suggestions to the Development Officer.
- Liaises with donors, alumni and friends by phone, email and at College functions as appropriate.

Advertising:
- Along with the Development Officer produces promotional materials such as informational brochures and pamphlets.

Administration & Records Management  50%

Financial Reporting:
- The position independently produces and balances the weekly and monthly financial reporting sheets in the database. If the reports do not balance, the position independently investigates why and solves the problem.
- Receive, process and expedite all donations received by the College. This includes producing receipts, initiating pledge reminders, thank you and acknowledgment letters, as well as other donor related correspondence in a timely basis. Enters new records on the
Development Coordinator position description

system and determines the classification codes. Updates existing information as required. Follows up on concerns by donors related to their cheques, credit card payments and other donor related issues.

- Provides financial updates to staff as requested.
- Files gift forms with explanations.
- Pulls accurate reports giving contact, financial and statistical information about alumni and donors. The Development Officer will use information obtained from these reports to advance the programme in strategic ways.

Managerial Support:

- The position has a key role in arranging alumni and donor visits for the Development Officer. The position will deal with high-level donors, alumni and professional advisors and must use discretion and diplomacy when requesting visits. The position must be prepared for diversion or pointed questions on behalf of donors, alumni and/or professional advisors.
- Writes and reviews correspondence related to the Development Office. This includes, but is not limited to, thank you letters, proposal letters, letters of explanation, acknowledgements of gifts, letters seeking visits, direct mail, welcome letters, letters with detailed and/or personal gift histories, descriptions of gift giving options, and memos regarding specifics of will clauses, gift designations and/or instructions.
- Using established templates, drafts contracts, endowment contracts and gift agreements.
- Orders travel and accommodation for Development Officer and prepares travel-related expense claims.
- Routes legal documents through the appropriate channels as necessary. This involves working within tight legal deadlines.
- Orders, negotiates and approves purchases related to the office, seeking multiple quotes when necessary. Arranges payment for purchases.
- Requests and amends terms of reference for donor-funded awards. Must be alert to donor requests and to wording in will clauses which determine the terms for awards.
- Requests Manitoba Scholarship and Bursary Initiative matching funds for donors.
- The position will occasionally represent the Development Officer at functions
- This position acts as a supervisor of volunteers and temporary staff. The incumbent ensures good relations with staff, students and the general public. They will assign duties and oversee the work of volunteers/temporary staff.
- Other duties as assigned by the Development Officer

Records Management:

- Creates new records and maintains the database as appropriate. Must ensure that all appeal codes, attributes and other relevant data is entered.
- Codes records so that donors’ recognition requests, requests for anonymity and other requests regarding their privacy will be met. It is essential that the position recognizes the highly confidential nature of the information and takes steps to protect donors’ privacy.
- Ensures the collection and recording of donor or family contact information to coordinate stewardship and ongoing reporting to donors and their families.
Development Coordinator position description

- Records all personal interactions that they have with donors. This includes entering all phone calls, emails, letters, mailings, visits, interviews and other interactions in the database and, where applicable, in paper files. The position will enter forward actions when necessary and follow up with them in a timely fashion. They must ensure that complete donor information is available at all times to ensure accurate and up to date reports can be produced.
- Records all interactions that the Development Officer has with donors. This includes entering all phone calls, emails, letters, mailings, visits and other interactions in the database and in paper files. The position will enter forward actions when necessary and ensure the Development Officer follows up with them in a timely fashion. Ensures that complete donor information is available at all times to ensure accurate and up to date reports can be produced.
- Collects all donor requests for changes to their records, including, but not limited to, anonymity, canvassing requests, recognition requests, etc. The position will make changes where necessary.
- Designs and maintains office systems that effectively administer the Development Office and efficient maintenance of electronic records and files.

SUPERVISORY RESPONSIBILITIES

Responsible for the supervision of volunteers.
Occasionally responsible for temporary staff

QUALIFICATIONS

Undergraduate degree, preferably in communications or in a related discipline, is preferred. Training in communications, stewardship, or public relations or an acceptable equivalent combination of education and experience may be considered. Two years of directly related experience required, preferably in a non-profit or fundraising environment. Superior oral and written communication skills are required. Experience in event planning preferred. Proficiency using advanced features of word processing software, Microsoft Excel, Panorama (or equivalent fundraising software) required. Ability to learn new computer software quickly required. Must be highly organized and meticulous with detail. Must be able to work under timelines and pressure. Demonstrated experience working effectively in a team environment. A professional demeanour and the ability to adapt to a demanding work environment required.