



External Relations Associate - Donor Engagement Coordinator

Employment Status:	Regular part-time, 40 hrs/week
FLSA Status:	Exempt
Experience Required:	Minimum two (2) years experience in fundraising, hospitality, sales, or data management
Minimum Education:	Associate's degree or equivalent experience
Department:	External Relations
Direct Supervisor:	Director of External Relations
Supervisory Responsibility:	None
Primary Work Location:	Theater and office setting
Certification:	None
Pay Rate:	\$41,600 - \$48,100 annually

Job Description

The Fox Tucson Theatre's Donor Engagement Coordinator is responsible for working collaboratively with the External Relations team to further the overall fundraising program in support of the organization's mission. This position is responsible for implementing annual fund activities, being a primary inbound point of contact of supporters, and overseeing management of constituent data. The Donor Engagement Coordinator is a support to the External Relations team as it relates to data integrity, reporting, and analyzing of constituent activities as well as a resource in outbound ambassadorship both in-house and in the community.

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

- Be an inbound point of contact for external constituents with inquiries and conflict resolution needs across all departments in the admin office
- Front desk responsibility during regular office hours
- Establish and maintain systems and processes for tracking donor interactions within the existing CRM
- Manage the CRM database to ensure data integrity for all development-related constituents
- Work with the finance team to receive, log, and process all incoming gifts to the organization
- Produce accurate reports and provide analysis of constituent data
- Fully manage the acknowledgment process for all incoming gifts
- Research prospective grant funders; draft, coordinate, and submit grant applications in collaboration with team members, and ensure grant stewardship and reporting

- Assist the Director in the implementation of department's direct mail strategies
- Provide copy writing support for cross-channel and cross-department communications
- Manage a robust electronic communications sequence with donors using existing software and internal standards
- Liaise with planned giving partners to facilitate best practice communications and processing
- Participate in and support on site stewardship and community relations events where necessary

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the experience, knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS

- Experience in fundraising or accounting with responsibility for recording and tracking customer data
- Experience in managing multiple tasks concurrently
- A record of continually improving measurable results in one's area of responsibility
- Experience related to CRM software, including management, reporting, and data analysis
- Excellent writing and editing skills
- Ability to maintain a positive attitude and calm demeanor in a fast paced, high-volume, sometimes noisy environment
- Ability to work independently and as part of a team, with a friendly, proactive, and problem-solving approach to work
- Proficient in MS Office Suite, cloud-based equivalents, and digital tools, with ability to learn new programs as needed
- Ability to exercise confidentiality and discretionary judgment
- Exceptional interpersonal skills in written and spoken communication formats, and professional appearance and demeanor
- Work cooperatively with a diverse group of people and a wide range of personalities and skill levels
- Full-time hours required. Periodic weekend and evening hours connected to events will be necessary.

****This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.**