



## **Christian Community Action Donor Engagement Coordinator**

About Christian Community Action In the name of Jesus Christ, Christian Community Action (CCA) dedicates ourself to serving the impoverished community by delivering comprehensive services that alleviate suffering, ignite hope, and transform lives. For half a century, CCA has been at the forefront of empowering individuals facing poverty. Through our holistic approach, we accompany families in need on a journey from crisis to self-sufficiency, extending a supportive "hand up" rather than a handout. We guide the families we serve through three pivotal phases of programming—rescue, relief, and restoration—fulfilling our unwavering commitment to help them achieve sustainable independence. If you possess a deep-rooted passion for making a positive impact in the lives of others all in the name of Jesus Christ, then this opportunity is tailor-made for you!

### **Overview**

CCA seeks an experienced Donor Engagement Coordinator to join our dynamic fundraising team. This is a full-time, exempt position reporting to the Director of Development. The Donor Engagement Coordinator will design and implement strategies for recruiting new donors, increasing community engagement through consistent and compelling outreach, fundraising appeals, and fun donor events. The Donor Engagement Coordinator is key to the further expansion of our fundraising program and achieving our strategic goals. The ideal candidate will be a creative thinker, effective multi-tasker and able to thrive in a fast-paced, growing environment.

The Donor Engagement Coordinator is responsible for sustaining, growing, and stewarding donors. This includes a mid-level donor portfolio of 450 + donors giving between \$1,000-\$4,999 annually to secure \$350,000 in new fundraising revenue within the first 18 months.

This new position will define and build the mid-level donor program aligned with our organizational values and diversity, equity, and inclusion commitments. The coordinator will deepen relationships with donors according to their preferences and interests. The Donor Engagement Coordinator will collaborate with the Director of Development, Major Gifts Officer, and the President and CEO to build a multichannel donor engagement strategy to expand our outreach and development of donors who can be upgraded within the program's giving levels.

The Mid-Level Giving Officer works to maximize donor experience by implementing and maintaining new strategies and processes. He/she will also be responsible for identifying donors to be moved into the mid-level and major gift programs. The role reports to the Director of Development.

### **Responsibilities**

- Creates and manages the implementation of strategies for the ongoing cultivation of mid-level donors capable of financial gifts by phone, email, in-person meetings and special events. This position works on a variety of activities including providing information to prospects, drafting proposals, correspondence, and acknowledgments.
- Identifies, cultivates, solicits, and stewards donors and prospective donors assigned within their respective donor portfolio.

- Participates in the effort to establish an effective case for support (value proposition) and provides feedback on how it resonates with their respective assigned prospective donor pool.
- Manages specific aspects and business processes of the pipeline (e.g., identification, qualification, cultivation, solicitation, systems/processing, stewardship) of potential donors to CCA within their respective assigned prospective donor pool to ensure future growth.
- Performs processes and functions that support fundraising goals and expectations as needed.
- Utilizes appropriate resources and processes to help ensure personal and departmental success in meeting departmental and personal objectives and goals and sets high goals and expectations for self.

### **Responsibilities:**

#### **Fundraising Appeals**

- Work with the Marketing Coordinator to conceptualize and create digital and direct mail appeals to reach current and prospective donors across multiple platforms.
- Target compelling communication and content strategically for unique stakeholder groups.
- Build on the strengths of the existing fundraising program to develop an expanded approach in support of ambitious annual goals.
- Secure fundraising goal of raising \$350,000 in mid-level gifts.

#### **Donor Stewardship**

- Assist in the portfolio management of assigned donors and prospects, helping the board and staff to cultivate, solicit, and steward their support.
- Build a moves management program for existing supporters and cultivate strong relationships with donors.
- Develop, manage, oversee, and steward the new monthly giving program: the Good Samaritan Club.
- Event planning and management.
- Plan and manage an annual calendar of intimate/small events that complement and achieve fundraising and donor engagement goals and build donor loyalty and retention.
- Enthusiastically interact with donors and volunteers in carrying out events.
- Collaborate with the Director of Programs on public programs and events.
- Event management duties include, but are not limited to, event planning and budgeting; engaging vendors; recruiting and coordinating volunteers; guest list management, may occur after office business hours.

### **Qualifications:**

#### **Donor Engagement Coordinator**

- At least 3 years of relevant development and fundraising experience.
- Previous experience developing and implementing fundraising strategies and annual campaigns.
- Proficiency in event management, with strong project and budget planning, communication, interpersonal, and problem-solving skills.
- Self-starter with a strong collaborative work ethic and ability to work independently.
- Outgoing, professional, personable, resourceful, and calm under pressure.
- Flexibility to work a varied schedule that will include some evening and weekend duties.
- Experience with DonorPerfect or other similar fundraising database or an aptitude to learn.
- Proficient with standard PC computer software, including MS Word, Excel, Adobe products, internet applications and e-mail.
- Ability to thrive within a mid-size, non-profit environment.
- Commitment to CCA's mission.
- Spanish language fluency a plus.

**How To Apply**

Please email your resume and a cover letter to [Tiffani.Davis@ccahelps.org](mailto:Tiffani.Davis@ccahelps.org), noting “Donor Engagement Coordinator” in the subject line. In your letter, please include your salary history and speak directly about your experience and interest in working with our organization. Applications without a cover letter will not be considered. No phone calls please.