Job Title	Donor Database & Development Coordinator
Department	Development
Reports to	Director of Development
Effective Date	6/01/2025

Position Summary

The Donor Database & Development Coordinator supports the fundraising efforts of NeighborHealth Center, and is responsible for operating, maintaining, and enhancing the uses of NHC's donor data, including gift entry and acknowledgement, queries and reporting, and records management and review. The role also supports events, mailings and other important efforts to serve and engage NHC stakeholders which include: donors, patients, grantors, businesses, sponsors, Board, and staff. The person in this role will assist with fundraising activities and administrative functions of the department. This role identifies, researches, cultivates, solicits, and participates in stewardship of donors and prospects. The position also provides oversight to timely management of grant applications and reporting on grant awards, working collaboratively with the Director of Development. The role collaborates with team members on events and other fundraising activities and provides day-to-day support on the Development database – working cooperatively with the Finance Department – and administrative duties for the Development Team.

Personal attributes that are fundamental to the role include: high integrity, positive attitude, strong moral and ethical standards, effective listening and communication skills, desire to work collaboratively within a team environment, and a warm collegial style. The person in this position is responsible for operating with poise, confidence, and a positive outlook with a dedicated commitment to progressing the purpose and vision of NeighborHealth Center. The ideal candidate will believe in and be dedicated to the NeighborHealth Center mission and thrive as part of an energetic and collaborative team.

Principal Duties and Responsibilities

Database Management (40%)

- Manage the donor database, including creation of new constituent records and coordination of other database entries as needed; review and update records regularly for database integrity
- Create complex queries, exports, mail merges and reports on an ongoing and as needed basis
- Create and manage event records and registrations, appropriate and seasonal online contribution forms, and assist with associated collateral materials
- Conduct research to identify prospects (individuals and organizations) and document strategies to match prospects' interests to the priorities of NeighborHealth Center
- Establish best practices and develop and maintain database operating procedures

Donor Stewardship (20%)

- Participate in the identification, cultivations solicitation, and stewardship of donors and prospects including individuals, corporations, and/or foundations, working collaboratively with Development staff
- Support donor engagement goals, objectives, and initiatives
- Provide support for NHC events
- Manage and facilitate special projects

Gift Processing (20%)

- Process all donations and create/coordinate gift acknowledgments
- Coordinate gift batch reconciliation process with Finance Department
- Create and manage pledges and pledge reminders
- Provide regular gift reporting and analysis to staff

Grants Management (10%)
- Manage the grants submission and reporting calendar, tracking grant submissions and awards within the donor database
- Collect and maintain filing system of grant supporting documentation

General Administration (10%)
- Assist with short- and long-range development planning activities to create and implement fund-raising goals and objectives
- Support events designed to increase the visibility of NeighborHealth Center to external constituencies
- Perform supportive administrative functions of the development team

Required Skills or Abilities
- Proficiency with Raisers Edge, comparable donor database systems or other customer relationships management platforms
- Computer literacy in internet use and Microsoft Office suite tools
- Excellent organizational and analytical skills, and keen attention to detail
- Exceptional verbal, written and interpersonal skills and the ability to interact effectively with Clinic and Administrative leadership, prospects, donors, and/or volunteers in a wide range of roles
- Ability to cultivate and develop inclusive and equitable working relationships with co-workers and community members
- Ability to serve as an advocate for individuals of all ethnicities, genders, ages, and backgrounds
- Organizational skills for managing events and other complex activities in support of development objectives
- Process donations and prepare acknowledgement letters and other correspondence
- Track and handle donor requests and communications
- Maintain files and handle expense reports and other administrative tasks as necessary
- Enter meeting information and other records in assigned databases
- Conduct research on prospective foundations and individuals
- Support the maintenance of Development pipelines and event timelines
- Undertake special projects as assigned

Required Knowledge, Experience, or Licensure/Registration
- An undergraduate degree and three years of experience in database management preferred; non-profit experience is highly preferred
- Experience in customer service, office work, or clinical setting
- Ability to work onsite/hybrid Mondays through Fridays during the hours of 8am and 5pm with occasional hours outside this timeframe
- Ability to work remotely via a home office set up with access to secure Internet connection
- Ability to read, write, speak, and comprehend English fluently
- Excellent organizational skills, tremendous attention to detail and able to exhibit grace under pressure
- Vaccines as required

Physical requirements of the Job*
- Sitting or standing (often for prolonged periods)
- Carrying or lifting objects up to 20 pounds

This is a ☒FT ☐PT ☐exempt ☒nonexempt position.

*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.

NeighborHealth Center is an Equal Opportunity Employer, including disability and veterans. NHC is dedicated to building a culturally diverse staff committed to serving a diverse patient population.