

# UNITED WAY OF SOUTHWESTERN INDIANA

## POSITION DESCRIPTION



**Position:** Development Coordinator  
**Department:** Resource Development  
**Immediate Supervisor:** Director of Resource Development  
**Reports To:** Development Director, with dotted line responsibility to CFO  
**Provides Supervision to:** N/A  
**Job Classification:** Salary/Exempt, Full-Time, M-F, onsite

### **Purpose and Scope of Job:**

The Development Coordinator is responsible for managing, stewarding, and analyzing workplace campaigns, in addition to processing charitable contributions. In addition, this role will oversee and maintain the accuracy of our CRM system. Serving as a key member of the Development team, the Development Coordinator will proactively assist in the identification, creation, and execution of revenue generation strategies. This position requires strong relationship management skills, a desire for process improvement, proactive thinking, and attention to detail.

### **Essential Responsibilities**

#### **Workplace Campaign Management**

- Manage a portfolio of key workplace campaign and/or sponsorship accounts, including setting goals, monitoring progress, and analyzing results. Implement year-round stewardship and communication plans to strengthen support for UWSWI.
- Partner with corporations/businesses in the coordination of campaigns, including training, messaging and marketing assistance, resources, and reporting.
- Work with the Development Director and Finance team to identify and assist in implementation of process improvements for processing, tracking, and stewardship.
- In partnership with the Community Outreach Specialist and Community Impact Coordinator, identify opportunities to strengthen and grow corporate relationships through volunteerism or service to their employee.
- Assist in the analysis of campaign results and the development of strategies for continuous improvement and growth.
- Develop and steward strong relationships with Employee Campaign Champions.

#### **Campaign & Donation Processing**

- Coordinate and execute the donation/pledge payment process, including electronic pledge system set up and processing of all supporting paperwork, with a high degree of accuracy. Scan checks & donor correspondence.
- Process electronic payments (EFT/credit cards) and large batch imports.
- Manage and maintain accurate donor information in the Andar CRM system.
- Assist with the creation and reconciliation of donor/volunteer event budgets.

#### **Resource Development Support**

- Participate in, and contribute to, resource development planning, strategizing, solicitation, and evaluation.
- Coordinate and manage the donor acknowledgement process, assist with stewardship strategies and implementation.
- Serve as an ambassador for the organization at community engagements and professional networking events to enhance visibility and build strategic relationships.
- Proactively assist in the development, planning, and execution of events.

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## POSITION DESCRIPTION

- Assist in the coordination and support of Campaign committees.

### Core Competencies

- Mission-Focused
- Self-Starter
- Result-Driven
- Effective Communicator
- Organizational skills
- Relationship-Oriented
- Brand Steward
- Outward Turning

### Required Qualifications, Skills & Abilities

- Bachelor's degree, plus 1-3 years' customer service or sales experience; Non-profit experience preferred.
- Demonstrated ability to successfully manage projects, adhering to tight timelines, with superb attention to follow-up.
- Exceptional interpersonal skills, able to build relationships with a diverse and varied audience.
- Ability to influence, negotiate, and manage challenges to resolution.
- Advanced Microsoft Office skills, with an emphasis on Excel and/or willingness to be trained.
- Proven self-starter and team player, able to work cross-departmentally.
- Maintains confidentiality and treats constituents tactfully and diplomatically.
- Exercise good judgement and works well under pressure; adaptable to changing priorities.
- Proficient in analyzing data and identifying trends or patterns.
- Working knowledge of customer relationship databases.
- Strong desire to make a difference in the community.
- Valid driver's license, insurance coverage, and able to work occasional evenings and weekends, as required.

### Physical Requirements

While performing the duties of this job, the employee is occasionally required to sit, stand, walk, drive/operate a car, lift and carry bags and boxes of approximately 20 pounds; talk and hear, read, use hands, handle or feel objects, reach with hands and arms; climb stairs, stoop, kneel, or crouch, type, operate a computer and copy machine.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. This job description is not intended to be all-inclusive. It is understood that the employee will also perform responsible related business duties if required by the Chief Executive Officer. Job descriptions are reviewed periodically and may be revised if deemed necessary. This position description is not a written or an implied contract.