



JOB DESCRIPTION

Development Coordinator

Children's HeartLink is a nonprofit humanitarian organization based in Minneapolis. To save the lives of children with heart disease, we partner with organizations to train medical teams, provide education and transform health care in underserved parts of the world. One in 100 children are born with a heart defect, and 90 percent of these children live where there is inadequate medical care. We currently support partner hospitals and programs in Brazil, China, India, Malaysia, and Vietnam.

Children's HeartLink core values are:

We care about and advocate for children with heart disease, their families, caregivers, and communities.

We are resourceful and creative, continuously learning and improving.

We hold ourselves to the highest standards of quality in our work, and integrity in our actions.

We are One Team. We collaborate and use our combined skills and strengths to share ideas and solve problems

I. Objectives:

The Development Coordinator plays an integral role in the organization and functions as a key member of the development team in ensuring the integrity of donor data and reporting. This team member primarily assists with development and administrative functions, while also managing data analysis and input for a variety of programs.

II. Supervision:

The Development Coordinator reports to the Events Manager. This position has no supervisory responsibilities. This position is listed as part-time.

III. Responsibilities:

A. Data Management

- a. Manages eTapestry database and Mailchimp; maintains an accurate database of donors, volunteers, and other program participants.
- b. Runs queries, produces reports, configures tables and fields within databases, as needed.
- c. Coordinates monthly and year-end reporting and other audit-related work with the operations team.
- d. Prepares segmented export lists for various mailings.
- e. Assists with requests from all staff regarding donor information and tracking.
- f. Ensures donor data integrity that supports development team stewardship work.
- g. Creates and provides documentation and follows recognized procedures to ensure data accuracy.
- h. Updates eTapestry procedure manual as needed.
- i. Provides staff assistance and training for eTapestry.
- j. Assists with documentation related to Children's HeartLink grants.
- k. Other duties as assigned.

B. Data Analysis

- a. Serves as office expert on eTapestry; provides input on functionality and capacity.
- b. Creates new queries and updates existing queries.

- c. Produces data reports as requested.
- d. Collects, reviews and audits data for accuracy; investigates and resolves discrepancies.
- e. Provides leadership in ongoing database clean-up.
- f. Other duties as assigned.

C. Gift Acknowledgement

- a. Accurately codes and enters all gifts and pledges as they are received. Ensures that gifts received reconcile with bank deposits.
- b. Manages the donor acknowledgment process for financial and in-kind donations.
- c. Processes monthly pledges and recurring gifts.
- d. Works with the finance team to ensure accurate postings to the general ledger and timely completion of month-end reporting and reconciliation.
- e. Processes online donations and event registrations through Blackbaud.
- f. Produces gift receipt and individualized acknowledgment letters for all gifts received in a timely and accurate fashion.
- g. Sends letters to recurring gift donors; tracks year-end giving and pledge write-offs.
- h. Enters and acknowledges grants.
- i. Update and maintain the Charities Review Council and Charity Navigator profiles for Children's HeartLink.
- j. Other duties as assigned.

D. Donor Appeals

- a. Execute donor appeals process (year-end, fiscal year-end, and any interim appeals).
- b. Collaborate with the Director of Leadership Giving, as needed, to manage compliance with State Charitable registration authorities.
- c. Other duties as assigned.

E. Donor Development

- a. Ensures that key donor interactions by staff are captured in eTapestry.
- b. Assists with donor and prospect research.
- c. Other duties as assigned.

F. Event Project Management and Volunteer Registration and Recruitment

- a. Execute mailing projects, including mail merges to produce letters, labels, and nametags.
- b. Maintains HeartLink Gala sponsor and committee spreadsheets and word documents, creates event sponsorship invoices and tracks status, and secures sponsor logos and ads.
- c. Manages the HeartLink Gala Volunteer Program, including recruitment of volunteers and training.
- d. Assists with event management, including, but not limited to, entering event registrations (HeartLink Gala and donor events) in eTapestry and auction database as needed, securing HeartLink Gala silent auction items, and preparing documents for HeartLink Gala seating assignments
- e. Assists Events Manager with HeartLink Gala silent auction, including securing auction items and data entry of auction items in the auction database.
- f. Processes gifts and fees for events and any day-of-event gifts.
- g. Execute Doodle polls and surveys related to events.
- h. Assists with other Development and Communication Department project management.

IV. General Office Responsibilities

- A. Attend and participate in staff meetings, retreats and special sessions.
- B. Attend Children's HeartLink events.

C. Participate in yearly performance appraisals.

V. Required Experience and Skills:

- A. Bachelor's degree required or equivalent work experience.
- B. Strong experience managing donor software systems in nonprofit organizations.
- C. Advanced capability with Excel.
- D. Experience with fundraising events a plus.
- E. Knowledge of effective project and data management techniques.
- F. Excellent written and verbal communication skills.
- G. Demonstrated ability to collect, analyze and interpret information.
- H. Ability to communicate effectively across cultures and work styles.
- I. Ability to work with others as a team and in support of positive work culture.
- J. Ability to deal with ambiguities and changing priorities.

VI. Additional Information:

- A. Salary is competitive, and negotiable based upon qualifications and experience. This position is part-time and includes Paid-Time-Off (PTO) benefits.
- B. Physical demands are the ability to sit for extended periods of time with the use of computer, keyboard, and mouse. The job may include the ability to lift, move, or retrieve objects up to 30 pounds and bend, stoop, crouch, and reach to perform work functions.

VII. How to apply:

Qualified candidates should submit their cover letter indicating salary requirements, resume, and contact information for three references to: kate@childrensheartlink.org