



Donor Relations Coordinator JOB DESCRIPTION January 2023

Location: Crescent City, CA with regular travel to Bayside office
Department: Advancement & Philanthropic Innovation
Reports to: Director of Donor Relations and Development
Time Commitment: 40 hours/week work; 8:30a-5:00p occasional evenings, weekends, overtime
Status; level: Regular, Non-exempt; Coordinator
Wage Range: \$17.00-\$19.00/hour depending on experience, plus health benefits, retirement benefits, paid holidays and sick time; \$21.25/hour expected at 1 year of tenure.

About Humboldt Area Foundation

Humboldt Area Foundation and Wild Rivers Community Foundation (HAF+WRCF) serve the residents of Humboldt, Del Norte, and Trinity counties in California, and Curry County in Oregon, including the region's 27 Tribal Nations and historically Indigenous territories. Our rural, predominantly economically disadvantaged region serves 200,000 residents in over 10,000 square miles of land. HAF/WRCF was founded in 1972 and has current assets of \$155 million and an annual budget of \$15.8 million.

In 2020, HAF+WRCF adopted a generational vision of a Thriving, Just, Healthy, and Equitable Region. This vision is implemented through four decade-long goals of increasing Racial Equity, Thriving Youth and Families, Healthy Ecosystems and Environments, and a Just Economy. Supporting vulnerable communities is at the heart and action of HAF+WRCF, and for over two decades HAF+WRCF has intentionally focused resources toward historically underserved populations, unheard voices, and those who experience the highest rates of disparities.

HAF+WRCF implements a holistic toolkit of services to ensure we are supporting community needs. This includes capacity building, advocacy and policy work, networking, leadership training, impact investing, community co-design, and leveraging funds, as well as providing grants and scholarships and managing programs and initiatives. Key programs and initiatives include the Native Cultures Fund, Equity Alliance of the North Coast, and the Redwood Region Climate and Community Resilience Hub (CORE Hub). It also deploys emergency response, recovery, and resilience funding and regranting through its innovative Community Response Team. In addition, HAF+WRCF provides high quality charitable giving services to individuals, families and businesses and develops deep relationships with financial and professional advisors and provides them with resources to help their clients with planned giving.

Job Description Summary

The Donor Relations Coordinator is responsible for supporting the Advancement & Philanthropic Innovation team with administrative support specific to donor relations and the department in general. The role requires self-direction combined with flexibility and a capacity to give and receive feedback graciously. A successful person in this role has good interpersonal skills, a respectful attitude for the work of the foundation and our grantees, and a demonstrated ability to work effectively as part of a team. Responsibilities include supporting the cultivation and stewardship of donors, accurately following donor engagement processes and procedures, and coordinating the technology needed for effective relationship & data management. The coordinator is responsible for prioritizing dynamic workloads & schedules, providing excellent customer service in a timely manner, proposing solutions, communicating effectively, and working collaboratively across the organization. The ideal candidate will carry out job duties with an emphasis on attention to detail, cultural humility, respect for sensitive information and confidentiality, and have an ability to complete tasks with minimal oversight and a high level of independence.

Job Duties and Essential Functions

- Represent HAF+WRCF in a professional and knowledgeable manner in public settings, articulating organization/team role and goals.
- Maintain confidentiality, practice diplomacy, and exercise emotional intelligence in a variety of situations.
- Support donor relations through relationship and trust building. Be personable and able to relate to donors and show genuine interest in donors' interests.
- Coordinate meetings with donors, professional advisors, and community members including scheduling, material and presentation preparation, sharing information, taking notes, room set up and clean up and all food and beverage needs.
- Proactively follow-up with internal and external meeting attendees with action items and to communicate any agreements made.
- Follow administrative procedures, practices and project management tools for the donor team. Provide administrative support to the Director of Donor Relations and Development and Donor Relation's Manager in the form of credit card reconciliation, budget management, invoices and billing, filing, scheduling, formatting, and printing.
- Participate as a member of the Advancement & Philanthropic Innovation team, and member of all staff through active involvement in team and all staff meetings, events, and training.
- Collaborate effectively with all Foundation teams and staff.
- Data entry and corrections to database, ensuring accuracy in collaboration with IT Manager
- Maintain constituent database, including updating donor records, compiling biographical information, and pulling reports/queries
- Assist with donor research, reporting, and stewardship, including preparation of marketing packets for cultivation and solicitation meetings
- Check obituaries weekly, make updates to the donor database and inform the Director of Donor Engagement and VP of Advancement if Humboldt Area Foundation is named as a beneficiary.
- Scans thank you letters, and other correspondence mailed to the Foundation and forward to appropriate fund advisors.
- Provide excellent and timely in-person, phone, and written correspondence to donors.
- Collaborate with Executive Assistants and Coordinators across departments to support the continued integration of the Foundation's resources and tools in service of the mission and strategic goals.

- Send welcome packets to the primary contact of each newly established fund.
- Assist in organizing and supporting donor-related and Foundation events as needed, including Foundation Open House, Legacy Society, Victor Thomas Jacoby Award Ceremony, and New Fund Event.
- Support departmental needs related to social media content creation and scheduling
- Provide backup administrative support to all areas of the department or in support of other departments, as needed.

Minimum Qualifications

- One year experience working in an administrative capacity in an office environment or other similar experience that has provided the individual with the knowledge, abilities, and skills listed below:

Knowledge, Skills, and Abilities

- Provide outstanding internal and external customer service including excellent listening skills, diplomacy, and sensitivity, while maintaining a high level of emotional intelligence and empathy
- Ability to learn, understand and maintain current best practices in philanthropic giving
- Ability to follow clear and manageable systems for internal processes
- Demonstrate commitment to racial, economic, and social justice including an ability to communicate effectively with a diverse population, establish and maintain working relationships with individuals from diverse backgrounds, and demonstrate respect for cross-cultural perspectives and experiences
- Ability to take initiative, direction, feedback, as well as collaborative problem-solving
- Organizes time wisely and prioritizes workloads to meet deadlines in a busy office environment; able to respond to shifting needs and priorities
- Maintains confidentiality and protects sensitive information in accordance with organizational standards; possesses sound judgment and offers solutions with the highest level of personal integrity and ethical standards
- Strong software and technology skills, including entering and managing data
- Excellent communication (written and verbal), presentation and listening skills for varied audiences.
- Ability to coordinate and assist with multiple projects with specific deadlines.
- Proactively communicates when challenges arise or if a deadline may be missed.
- Performs work with a high level of accuracy and an eye for detail; is able to identify and correct mistakes in own work
- Experience with and comfort using office equipment such as computers, phones, printers, etc.
- Experience and comfort using the Microsoft Office suite (Word, Excel, Power Point, Outlook, etc.)
- Ability to work the hours required for this position, and is both punctual and reliable
- Ability to work independently as well as part of a team
- Ability to anticipate, identify, and address others' needs in a dynamic work environment
- Excellent written and verbal communication skills
- Possess a valid California or Oregon driver's license and current auto insurance

Preferred Qualifications

- Over 2 years past experience in administrative support
- Proficiency with CRM software, preferably Raiser’s Edge RENXT
- Experience with marketing platforms and/or event management software, preferably Constant Contact
- Experience with discussing and addressing issues of diversity, equity and inclusion
- Knowledge of and experience/relationships within our four-county region and diverse communities
- Experience developing engaging, professional communications and marketing collateral such as PowerPoint presentations, flyers, invitations, etc.

Physical & Mental Requirements of the Job

Work is performed in home/remotely, HAF+WRCF office, and community settings. Hand-eye coordination and fine motor skills are necessary to operate computers and various types of office machinery. All of the job functions listed above involve, to a greater or lesser degree, the following physical demands: close vision, hearing, and lifting of up to 10 pounds.

Humboldt Area Foundation is an equal opportunity employer and makes employment decisions on the basis of merit and without regard to race, religion, creed, color, age, sex, sexual orientation, gender identity, genetic information, national origin, religion, marital status, medical condition, disability, military service, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state, or local laws or ordinances. Applications submitted for this position do not constitute a promise of employment.

Humboldt Area Foundation (HAF) and our affiliates are committed to diversity throughout our programs, environment, and workforce. It is our mission to “promote and encourage generosity, leadership, and inclusion to strengthen our communities” and it is our practice to take active and intentional steps to ensure equal employment opportunity, foster diversity and promote excellence in our work, and create a working environment that is welcoming to all. To effectively serve the growing diversity of the communities we serve we endeavor to hire and retain staff who are sensitive to and knowledgeable of the needs of the many diverse populations within those communities.

Employee’s Signature

Supervisor’s Signature

Date: _____

Date: _____