



Serve with Purpose. Lead with Compassion. Grow with Us.

Donor Relations & Communications Coordinator

Your Impact

As Donor Relations/Communications Coordinator, you'll help advance the St. Vincent de Paul mission by ensuring every donor is known, thanked, and kept connected to the meaningful impact they make across our community. This role exists to strengthen stewardship, protect the integrity of donor information, and support a responsive development operation.

Key responsibilities:

- Maintain and update donor records; support data accuracy and reporting
- Coordinate timely acknowledgments and donor communications
- Assist with donor events and fundraising activities, including logistics and follow-up
- Provide administrative support for cultivation and stewardship workflows

Required qualifications/skills/education:

- Bachelor's degree or equivalent related experience
- Previous experience in donor relations, fundraising, events, or nonprofit operations
- Strong communication skills and exceptional attention to detail
- Donor CRM experience; proficiency with Microsoft Office and DonorPerfect preferred
- Ability to juggle priorities in a fast-paced setting

A Typical Weekday

You'll start the day organizing priorities, reviewing new gifts, checking that donor notes are complete, and preparing messages that feel personal and timely. Midday may include coordinating details for an upcoming gathering, confirming vendors, and aligning schedules with colleagues, or posting relevant information to social media sites. Some afternoons are spent refining lists and reconciling information, so outreach stays accurate. During peak seasons, you'll shift gears quickly and stay calm under deadlines. You'll also plan for occasional evenings or weekends when donor events or community functions call for extra presence and follow-through.

GENERAL SUMMARY:

The Donor Relations Coordinator supports the organization's fundraising and stewardship efforts by:

- managing donor records, coordinating acknowledgments,
- assisting with events and ensuring accurate, timely communication with donors.

This role is responsible for assisting with the maintenance of:

- integrity of donor data, strengthening donor relationships,
- and supporting the development team with administrative, cultivation, and stewardship activities.

MINIMUM QUALIFICATIONS:

Other Qualifications:

- Excellent communication skills and strong attention to detail

- Experience with a donor CRM system
- Experience creating social media and website posts is a significant plus
- Proficiency with Microsoft Office, Canva, Adobe
- Ability to manage multiple tasks in a fast-paced environment
- Knowledge of stewardship practices and fundraising principles

Physical Demands:

- Ability to lift to 25 lbs. for event materials
- Standard office environment and frequent computer use

Working Environment

- Office and community environment
- Some evening and weekend availability required
- Limited travel to program sites or event locations

ESSENTIAL JOB DUTIES/PERFORMANCE STANDARDS:

A. Donor Stewardship & Communications - 30%

- Prepare and send donor acknowledgment letters, receipts, and stewardship Communications
 - Assist with donor recognition materials, impact updates, and newsletters
 - Support donor engagement activities and retention strategies
 - Respond to donor inquiries professionally and promptly
 - Prepare social media and website communications tied to donor engagement and special events

B. Database Management & Reporting - 40%

- Maintain accurate donor records in the CRM (DonorPerfect)
- Enter gifts, pledges, event registrations, and in-kind contributions daily
- Develop and update CRM-based web forms to support fundraising campaigns, communications, event registration, volunteer recruitment, and constituent engagement initiatives.
- Generate donor reports, giving summaries, segmentation lists, and mailing lists

C. Events & Fundraising Support - 20%

- Assist in planning and executing donor-centered fundraising events
- Assist with logistics: invitations, RSVPs, donor check-in, seating, and follow-up communications
- Provide on-site support, including evening and weekend coverage as needed

D. Administrative & Operational Support - 10%

- Prepare meeting materials, donor profiles, and briefing documents for leadership
- Support donation processing, matching gifts, workplace giving, and in-kind tracking
- Maintain organized filing systems (digital and physical) related to donor activities
- Assist with donor appreciation projects, community engagement initiatives, and development team priorities

This is a full-time, 40-hour per week position. Standard hours are generally Monday through Friday; however, this position requires some flexibility, including limited evening and weekend availability to support donor events, fundraising activities, community functions, and peak development cycles. Occasional extended hours may be required for major campaigns, seasonal initiatives, and special projects.

Benefits:

- Matching Simple IRA
- Life Insurance

- AD&D Insurance
- Competitive Salary
- Paid Time Off
- Complimentary Meals
- Employee Discounts

About SVdP Northeast Ohio

SVdP Northeast Ohio serves individuals and families throughout the region by providing compassionate assistance, essential resources, and pathways toward stability. Guided by the Vincentian mission of serving neighbors in need with dignity and respect, we work alongside volunteers, donors, community partners, and supporters to strengthen our communities and offer hope to those facing hardship.

Qualified applicants should submit a cover letter and resume to:

svdp@svdpneodistrict.org.

Please include the position title in the subject line of your email.

Applications will be reviewed as they are received and will be accepted until the position is filled, unless otherwise noted.

No phone calls, please. Only candidates selected for an interview will be contacted.