

**Job Title:** Donor Relations Coordinator

**Department:** Development

**Reports To:** Donor Database Specialist

**Classification:** Regular, Full Time, Non-exempt

**Location:** On site in Concord, CA

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### **Who We Are**

For over 45 years, the Food Bank, made up of a diverse staff, dedicated Board of Directors and passionate volunteers, has been leading the fight to end hunger in partnership with our community and in service of our neighbors in need.

### **About this Opportunity**

The Donor Relations Coordinator supports the Food Bank's Fundraising team by managing a variety of activities that advance our fundraising goals. These include data entry and management, generating reports and donor acknowledgements, donation research, and providing a high level of customer service to internal and external constituents.

### **Essential Duties and Responsibilities**

Includes all other duties as assigned

#### **Database Data Management**

- Process incoming gifts.
- Interface with the Development team to provide project-based data sets, conduct regular reporting on performance and other metrics as assigned.
- Assist in maintaining donor relationship management database (Salesforce), including updating donor records, compiling biographical information, data entry, and pulling reports/queries.
- Processing donor concerns and corrections from returned letters and newsletters.
- Generate daily ledger for accounting, monthly reporting on contacts and donations.

#### **Donor Relations**

- Direct donor stewardship including being a direct contact for donors with phone, mail and email support, acknowledgement letters, thank you cards, donor appreciation gifts.
- Assist with selected fundraising activities including fundraising, donor recognition, and cultivation events.

### **Qualifications**

- Associate's degree preferred and at least 2 years' experience directly supporting donors/customers and data management. An equivalent combination of education and experience will be considered.
- Demonstrated proficiency with Microsoft Office Suite and knowledge of databases.
- Ability to work under general supervision with limited guidance and direction.
- Ability to read, interpret, and write professional reports and correspondence.
- Knowledge of project management principles including development and coordination of plans, communication, collaboration, and time management.
- Ability to identify and resolve problems in a timely manner and develop alternative solutions.

- Maintain high level of confidentiality at all times.
- Ability to frequently lift and/or move up to 25 pounds.
- Ability to regularly climb stairs.

### **Additional Information**

In instances of a federal, state or locally declared emergency, Food Bank is typically considered an essential service and emergency responder; all of its employees may be called in to perform regular or emergent duties.

### **Compensation and Benefits**

This is a full-time, non-exempt position. To ensure internal pay equity, the non-negotiable starting pay for this position is \$26.11 per hour.

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive and extensive benefits package including health, dental, and vision, life insurance, flexible spending account, 403(b) employer matching, and paid leave to eligible employees. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the organization. We strive to provide an inclusive, collaborative, and creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

### **To Apply**

Please send your resume and any supporting documents to [hr@foodbankccs.org](mailto:hr@foodbankccs.org) with the subject line: "**Donor Relations Coordinator.**" Email submission is preferred.

Or by mail to:

**Food Bank of Contra Costa and Solano  
Attn: Human Resources  
4010 Nelson Avenue  
Concord, CA 94520**

**FBCCS is an Equal Opportunity Employer and complies with applicable state and local laws governing nondiscrimination in employment in every location in which the FBCCS has facilities.**

**We strive to create a workplace and organization that reflects the communities we serve where everyone feels empowered to be their full, authentic selves. Together, we work innovatively to effectively serve our community. Underrepresented groups are welcomed and encouraged to apply.**

**FBCCS does not have the resources to sponsor visas, nor any open positions eligible for the H-1B program.**

For more information about us, please visit: <http://www.foodbankccs.org/careers>