



## Job Description

### Development & Administrative Coordinator

Job Title:	Development & Administrative Coordinator	Status:	Regular, Full Time
Reports To:	Development Manager	Starting Salary:	\$20 - \$22 per hour, DOE/DOQ
Program:	Development & Administration	Classification:	Non-Exempt

The Mockingbird Society is a non-partisan advocacy organization focused on transforming foster care and ending youth homelessness. We do this by creating, supporting, and advocating for racially equitable, healthy environments that develop youth and young adults at risk of or experiencing foster care or homelessness. Our efforts are rooted in and guided by the voices of the communities we serve and those with lived experience in the systems we are trying to change. Ultimately, we want each and every young person, regardless of race and individual experience, to reach adulthood with an equitable opportunity to thrive.

#### POSITION SUMMARY

The Development & Administrative Coordinator contributes to our mission by being an engaged member of the Development and Administrative teams. This is a shared position with a direct reporting relationship to the Development Manager and an indirect reporting relationship to the Director of Finance & Administration.

As a member of the Development team, the Coordinator's role will be primarily to maintain the donor database (Salesforce) as well as supporting administrative functions of the department including fundraising, special events, and communications. Data management is central to this role; the successful candidate will be comfortable with databases and will be highly organized, analytical, and detail-oriented. The Coordinator will have hands-on responsibility for gift processing, database input, and data integrity. The Coordinator also plays an integral role in donor stewardship, including timely and accurate recognition of gifts (donor recognition letters & tax receipts), and will provide support to the Development team in event planning and execution. The Coordinator will also work with the Finance Department in recording and tracking donation revenue.

Under the supervision of the Director of Finance & Administration, the Coordinator is also responsible for carrying out day-to-day office operations. The successful candidate will be able to juggle multiple priorities, and able to work both independently and as a member of a team. The Administrative Coordinator will also provide basic IT support (network/email account maintenance, basic helpdesk/troubleshooting); the successful candidate will be familiar with network/email account management, or will have an interest and willingness to learn.

It is anticipated that the Coordinator will spend approximately 2/3 of their time on their Development responsibilities and 1/3 on their Administrative responsibilities.

Due to COVID, at the time of posting (December 2020), this position is a remote position with occasional in-office hours as required.

#### ESSENTIAL RESPONSIBILITIES

##### Development

- Donor Database Operations

- Responsible for data entry and maintaining the fundraising database (Salesforce), including:
  - Entering new constituents
  - Updating existing constituent information
  - Maintaining data integrity across individual households, organizations, and gift records
  - Ensuring that all Salesforce integrations are functioning properly
- Maintain a high level of discretion, respect privacy, and uphold confidentiality needs of donors, volunteers, and staff.
- Update and produce database reports, as needed.
- Coordinate with Finance Department to monitor pledge receivables and to reconcile database to accounting records;
- Meet weekly and monthly financial reconciliation deadlines.
- Donor Stewardship
  - Act as first line of support to donors and community members requiring information or assistance from the Development team
  - Generate and send timely donor acknowledgements.
  - Follow up with monthly donors when credit cards lapse.
  - Coordinate all additional stewardship mailings including new donor packets and major donor packets.
- Special Event Support
  - Coordinate and track registration of attendees
  - Assist with all event logistics and conduct day-of support as needed.
  - In collaboration with Finance staff, facilitate day-of event donations processing.
- Department Operations
  - Maintain UIDs and passwords to third-party donation websites and credit card processing accounts.
  - Maintain and update Guidestar and Charity Navigator web pages.
  - Generate mailing lists for campaigns.
  - Maintain and update Development Department policies and procedures as needed.
  - Provide administrative support to Development team as requested.
  - Other duties as assigned, depending on departmental needs and annual fundraising cycle.

#### Administration

- Manage and maintain agency network and email accounts; maintain Dropbox and SharePoint accounts.
- Provide basic helpdesk computer support to staff; coordinate/escalate complex issues with Deputy Director and/or outside IT consultant.
- Maintain and replenish office supply inventory; maintain equipment inventory and manage equipment check-out process.
- Oversee and coordinate maintenance of leased office equipment.
- Coordinate incoming and outgoing mail, packages, and deliveries.
- Complete daily Cash Receipts Log.
- Provide administrative support to the Director of Finance & Administration as requested.
- Assist with facility management tasks and coordinate with building manager and service vendors as needed.
- Act as receptionist as needed.
- Support the Executive Assistant with meeting scheduling and logistics, and other administrative tasks, as requested.
- Maintain agency room reservation calendar(s).
- Other duties as assigned.

## QUALIFICATIONS

- Experience with, and/or commitment to having, race equity, social justice, and LGBTQ/cultural competence be a workplace priority.
- Excellent writing skills, with strong attention to detail; excellent verbal communication skills.
- Must be highly organized, analytical, detail-oriented, and able to multitask, problem-solve, meet deadlines, balance priorities, and follow through on assigned tasks to completion.
- Ability to identify department operational gaps and challenges, and proactively propose solutions.
- Demonstrated ability to work independently, as a team member, and across teams within an organization.
- Familiarity with basic IT network, Outlook, Dropbox and Sharepoint account maintenance is preferred.
- 1-2 years' experience in one or more of the following is preferred:
  - Working in an administrative support or related role
  - Data entry and data management, or related role (Salesforce or comparable donor database experience is a plus)
  - General fundraising experience
- Excellent interpersonal and relationship-building skills; ability to maintain a positive, professional, and service-oriented demeanor toward a variety of stakeholders.
- Proficiency in the Microsoft Office suite (Excel, Word, PowerPoint).
- AA degree or a comparable combination of education and experience.

## OTHER REQUIREMENTS

- Upon date of hire, must be able to pass a Washington State and national criminal history check.
- Must have access to a source of transportation for occasional business use.
- Available to work some evenings and weekends with occasional local travel, as needed.

## COMPENSATION

The approved salary range for this position is between \$20 and \$22 per hour, depending on experience and qualifications. Benefits include generous paid time off, medical/dental insurance, an optional SIMPLE IRA retirement plan, and an Employee Assistance Plan.

## EMPLOYMENT POLICY

The Mockingbird Society™ is an Equal Opportunity employer. Employment is based upon individual qualifications without regard to race, color, sex, religion, national origin, citizenship, age, marital status, veteran status, disabilities, political ideology, sexual orientation, or any other legally protected status. **Alumni of foster care and those who have experienced youth homelessness are encouraged to apply.**

## HOW TO APPLY

**Please follow the below instructions in full. Incomplete applications will not be considered.**

- Submit applications to [jobs@mockingbirdsociety.org](mailto:jobs@mockingbirdsociety.org) with “Development & Administrative Coordinator” in the subject line.
- Applications must include a resume and a cover letter.

- The Mockingbird Society is committed to actively creating racial equity and eliminating the impact of intersectionality by embodying the changes we want to see in our work. Applicants are required to include a statement regarding how they would support and further this goal in their cover letter.

Due to our desire to most effectively use our time in service to our mission, we are unable to respond to phone inquiries. Position is open until filled; priority consideration will be given to applications received by **Wednesday, January 6, 2021.**