

## **BrightStone Job Description**

**Position Title:** Donor Services Coordinator  
**Department:** Development  
**Reports to:** Director of Development

**Part Time:** Up to 25 hrs/week  
**Pay:** Hourly  
**Benefits:** Not eligible

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### **Purpose of Position**

The Donor Services Coordinator plays a vital role supporting all internal efforts of the Development department by effectively managing a comprehensive database with donor data. The position provides information management, gift administration and a variety of general and specific office functions centering on the activities of the Development Team.

### **Essential Duties and Responsibilities**

1. Oversee daily operations of CRM to include all aspects of gift/pledge processing and individualized acknowledgement letters in accordance with BrightStone's recognition and turnaround policies.
2. Collaborate in all aspects of the collection, verification and entry of data.
3. Generate specialized donor lists for solicitations and stewardship.
4. Document guidelines for appropriate database usage, data maintenance and key report processing.
5. Maintain gift records to be in agreement with agency financial records.
6. Support the Director of Development with other administrative tasks as needed

### **Duties include:**

1. Analyze all gifts to determine appropriate campaigns, funds and appeals for each gift received and record into the donor database.
2. Process and produce individualized acknowledgement letters for all gifts received in a timely fashion.
3. Prepare donor reports indicating gifts requiring personal contact by fundraising staff.
4. Produce reports relating to donor and fundraiser activities, mailing lists, etc.
5. In coordination with Bookkeeper, perform monthly reconciliation to balance Kindful gift accounts with Quickbooks.
6. Prepare and process corporate matching gifts for submission to the matching agency.
7. Add new constituent records as needed, analyze information and populate appropriate data fields where information is available.
8. Organize and maintain the integrity of donation filing and recording systems.
9. Use CRM to create merged letter and label files for mailing projects.
10. Attend staff meetings and perform other duties as assigned

### **Experience:**

Database Administration: 1 year Gift Processing with donor database (Kindful Preferred)  
PC Computer work: 3 years (Preferred)  
Microsoft Excel/Word: 3 years (Preferred)

### **Skills and Abilities:**

Passion for accuracy, research and attention to details.  
Must be comfortable/enjoy working around people with disabilities.

**Note:** This job will require you to pass a drug screen and background check.

**Pay:** Commensurate with experience. Position requires a presence in the Franklin, TN office but could eventually become a hybrid of office and remote.