



**Job Title:** Stewardship Services Coordinator

**Overtime Status:** Exempt  Full Time  Part Time

**Class:**  Sedentary  Light  Medium  Heavy  Very Heavy

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## REQUIREMENTS

- A. **Education Level:** Bachelor's degree or equivalent experience.
- B. **Experience Desired:** 2-3 years non-profit or customer service experience. Experience with donor services and excellent customer service skills.
- C. **Preferred Knowledge of Software:** Raiser's Edge, Community Force, Microsoft Office products, Adobe Acrobat.
- D. **Other Requirements:** Organized self-starter, independent system-based thinker. Exemplary verbal and written communication skills, high attention to detail and quality, ability to manage multiple projects and able to excel in a nimble team environment. Demonstrates the ability to build strong relationships. Dependable.

**REPORTS TO:** Director of Operations

**RECEIVES GUIDANCE FROM:** Annual and Major Gift Coordinator, Development Team, Director of Marketing

**SUPERVISES:** N/A

## ESSENTIAL FUNCTIONS

- Manage, plan and coordinate the annual Inspire Awards and event.
- Manage fund records, including, but not limited to, fund changes, fund agreements, fund expenses and balances.
- Maintain communication with fund administrators regarding the financial status of the funds available, fund requests, and disbursement of funds in accordance with fund agreements and policies.

- Retain donor relationships by ensuring donors receive consistent and regular communication regarding the impact of their gift by implementing donor stewardship actions.
- Manage and implement stewardship plan and moves management processes utilizing the Raiser's Edge NXT Workflows tool.
- Evaluate moves management strategies, stewardship plans and workflows for ways they could be improved.
- Report moves management, stewardship and workflow plan outcomes and development team's reporting needs.
- Maintain our impact story database, while identifying and sharing new impact stories for appeals and stakeholder communications with Marketing Director.
- Develop strong relationships with LPS principals and fund administrators by communicating quarterly fund updates and providing assistance as necessary.
- Other duties as assigned.

*NOTE: This is a generalized job description. Specific duties and responsibilities may vary. Applicants should be made aware of the specific functions of the position prior to employment.*

**WORKING CONDITIONS:** Work primarily in a climate-controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting (overhead, waist level) from floor, bending, frequent near vision use for reading and computer use. Some evening and weekend work is required.