

# Ozarks Food Harvest

## Job Description

<b>Job Title:</b>	Development Coordinator
<b>Classification</b>	Non-Exempt
<b>Department:</b>	Development & Communication
<b>Reports to:</b>	Director of Development & Communication Development & Grants Manager

### **Purpose**

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At Ozarks Food Harvest, we're passionate about making a difference in the lives of others – especially those who are food insecure. We believe everyone deserves enough to eat, so they can lead a full and healthy life. Each member of our team is proud of his or her work because we know collectively we are making a real impact. We are committed to embodying Ozarks Food Harvest's values and engaging in the worthwhile mission of *Transforming Hunger into Hope*.

The Development & Communication team is responsible for all fundraising and communication initiatives targeting community members, donors, agencies and volunteers. The Development Coordinator provides support to the Director of Development & Communication and the Development & Grants Manager. This position is responsible for a wide variety of fundraising and communication duties and requires tremendous accuracy and attention to detail. He/she will assist with donor relations and retention through the preparation of donor correspondence, outreach and stewardship activities.

This position provides an individual the opportunity to join our team and experience engaging and meaningful work, while benefitting from competitive pay and full benefits. To view a behind-the-scenes video showcasing our work, visit [ozarksfoodharvest.org](http://ozarksfoodharvest.org).

### **Essential Job Duties & Responsibilities**

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#### **Harvest Circle/Monthly Sustainer Support**

- Provide customer service support for monthly sustainers via phone and email
- Analyze giving trends to identify prospects
- Assist with monthly sustainer mailings
- Make phone calls to reinstate lapsed donors, or those with failed and expiring credit cards
- Monitor transactions in Authorize.net, including large donations and suspicious transactions
- Maintain a monthly program audit and ensure proper tracking in the donor database

#### **Stewardship**

- Administer a weekly Welcome Series to new donors
- Execute stewardship activities per a Stewardship Matrix
  - Identify donors/gifts that needs stewarding
  - Provide weekly reports by giving tiers
  - Make weekly Thank You Phone Calls to identified donors
- Assist with the development of a donor recognition plan
- Coordinate Taste of Elegance donor appreciation event

## **Donor Relations**

- Import volunteer giving history into donor database and maintain monthly
- Respond to basic donor inquiries via phone, email and letters
  - Update and maintain accurate donor database records
  - Assist donors with online gift processing
  - Create and mail tax credit forms and cover letters
  - Draft and send donor concern letters as needed
- Pull mailing lists as needed (quarterly newsletters, email updates, invite lists)
  - Prepare mailing lists for various outreach activities
- Generate monthly Capital Campaign pledge reminders

## **Special Events/Campaigns**

- Participate in community engagement tabling and donation events, as needed (evenings and weekends required)
- Provide donation entry, tracking and audit support for larger events/campaigns
- Assist with Hungerthon event administration
  - Including outreach mailings, thank you letters, pledge entry and reminders, pledge fulfillment letters and tracking
- Draft grant award letters to recipient agencies
- Draft monthly board presentation via PowerPoint

## **Skills & Qualifications**

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- Must maintain a level of professionalism, accuracy and confidentiality at all times
- Must have prior administrative office experience
  - Excellent verbal and written communication skills
  - Excellent word processing, data entry and Microsoft Excel skills
  - Strong customer service skills
- Must be detail-oriented with a strong sense of accuracy
- Must have the ability to modify Microsoft Office documents with accuracy and efficiency (Word, Excel, PowerPoint), including the ability to successfully complete mail merges
- Must be highly organized with the ability to handle multiple priorities with a positive attitude
  - Ability to be a self-starter and complete work efficiently within designated time frames
- Two- or four-year degree preferred
- Must pass a drug screen and background check
- Show compassion and support/appreciation for hunger issues
- Commitment to Ozarks Food Harvest's mission to *Transform Hunger into Hope*

*This job description does not list all the duties of the job and is not a contract for employment. You may be asked to perform other duties. You will be evaluated in part based upon your performance of the tasks listed in the job description. Ozarks Food Harvest has the right to revise this job description at any time.*

## **To Apply**

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Please email a resume and cover letter to Cassie Hanson, Development & Grant Manager at [chanson@ozarksfoodharvest.org](mailto:chanson@ozarksfoodharvest.org). No phone calls, please.

Or mail to: Ozarks Food Harvest, c/o Cassie Hanson, P.O. Box 5746, Springfield, MO 65801-5746