



Job Description

JOB TITLE: Development Operations Coordinator

REPORTS TO: Data & Technology Manager

STATUS: Full Time, Hourly, Non-Exempt

HOURS: Monday-Friday as scheduled; Weekends as needed.

SUPERVISORY ROLE: No

NO. OF DIRECT REPORTS: 0

TRAVEL REQUIRED: 0-5%

PRIMARY FUNCTION:

The Development Operations Coordinator supports the fundraising and donor stewardship efforts of Eastern Illinois Foodbank by managing gift processing, donor acknowledgments, and donor data systems in accordance with IRS requirements and organizational standards. This role ensures accuracy, timeliness, and consistency in donor records and communications, while also supporting prospect research, reporting, and administrative functions that strengthen donor relationships and fundraising outcomes.

PRINCIPAL DUTIES & RESPONSIBILITIES:

Gift Processing & Acknowledgements

- Manage the donor acknowledgment process in accordance with Donor Recognition Standards and IRS requirements
- Accurately and efficiently record monetary and in-kind donations in the donor database
- Prepare, generate, and deliver timely donor acknowledgments and tax receipts
- Work with the Vice President of Development and the Marketing & Communications Manager to customize acknowledgments and stewardship communications
- Create and mail year-end giving statements and pledge payment reminders for donors

Donor Database & Reporting

- Maintain and update donor records to ensure data accuracy and integrity
- Prepare reports and reconcile donor data with the accounting department
- Export donor files for direct mail vendors and respond to other vendor data requests as needed
- Prepare mailing lists for appeals, stewardship communications, and special projects

Prospect Research & Stewardship Support

- Assist with prospect identification by recognizing donor giving patterns and trends
- Document and maintain donor research findings in the database for fundraising purposes
- Routinely identify information useful to fundraising staff for cultivating prospective major gift donors
- Assist with donor research projects as needed
- Support donor stewardship efforts, including newsletters, board reports, annual reports, and special in-house mailings
- Assist in the preparation of materials for donor meetings and cultivation activities

Administrative & Operational Support

- Coordinate departmental supply inventory and ordering

- Coordinate mail pickup and delivery
- Answer the development/donor phone line and provide assistance to donors, including taking gifts by phone and providing information about giving opportunities
- Lead special projects and perform other clerical and administrative functions as assigned
- Serve as a representative of Eastern Illinois Foodbank when requested

OTHER

- Demonstrate a commitment to the mission and values of Eastern Illinois Foodbank
- Other duties and special projects as assigned

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working conditions may vary between controlled temperatures in an office environment and non-regulated high temperatures in the warehouse
- Sitting and standing for long periods, walking intermittently
- Using office equipment such as computer, mouse, keyboard, printer
- Occasionally lift or move up to 20 pounds
- Ability to stand, walk, sit, use hands to finger, or feel objects, tools or controls, reach with hands and arms, climb stairs, balance, stoop or kneel, crouch or crawl, talk or hear, and taste or smell
- Use specific vision abilities, including close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- The noise level in the work environment is moderate to severe.
- While performing duties of this job, the employee may be exposed to wet or humid conditions, extreme cold or heat, and general outside weather conditions.

QUALIFICATIONS:

Competencies, Education and Experience

- Two years of experience in database management or data entry; experience with donor management and ERP software preferred
- Customer Service experience preferred
- Detail and results oriented, highly accurate
- Team player, willingness to help others achieve success
- Microsoft Office proficient and database experience preferred
- Demonstrated communication and writing skills
- Friendliness and professionalism
- Ability to work with diverse populations

EXPECTED HOURS TO WORK:

This role is considered full-time working approximately 40 hours per week and is eligible for overtime for any hours worked over 40 in a workweek. Work schedule is from Monday thru Friday as scheduled with occasional weekend evening hours. Personal transportation is required for all weekend and evening events.