



## **Donor Services Coordinator Job Description**

Are you a highly organized, detail-oriented professional with outstanding interpersonal skills, takes the initiative, and likes spending time outdoors? If so, we want you on our dynamic, collegial, and fun, small team. You will work with donors directly as their first point of contact with Sempervirens Fund. They are a loyal and committed group who make possible the work of protecting and stewarding the forests of the Santa Cruz mountains. Use your skills to respond to donor inquiries, maintain accurate records, work on various databases and digital information exchanges, support the Development Team, and assist with gift processing.

The Donor Services Coordinator reports to the Annual Giving Manager and will also work in close collaboration with the Development and Communications teams. The office is based in Los Altos, California, and the fieldwork in San Mateo, Santa Clara, and Santa Cruz Counties. This position is currently remote from home except for fieldwork in state parks, allowing you to spend time out on trails in the magnificent forests.

### **Essential Duties and Functions**

#### **Donor Services – 50 percent**

- Works with donors to answer questions, record donations, and obtain missing donation or donor information,
- Works with communications staff on coordinated responses to and tracking of donor inquiries,
- Manages volunteers for office and fieldwork projects,
- Draft acknowledgment letters and creates directional information for donors,
- Coordinate state parks permits and dedicated grove registration process,
- Coordinates and directs name stake and grove sign production and installation,
- Scouts, updates, and creates dedicated tree and grove maps, and
- Records tribute names for tribute listings.

#### **Database Support – 35 percent**

- Imports and exports donor data and updates,
- Maintains database accuracy and works on various clean-up projects,
- Writes queries and reports,
- Builds and launches bulk emails, and
- Supports texting campaigns.

#### **Development Team Support – 10 percent**

- Proofreads external communications to donors and prospects,
- Orders and maintains all logo materials,
- Provides donor event support,
- Attends committee meetings, records, and distributes minutes and action items.

#### **Gift Processing Support (As needed) – 5 percent**

- Support gift processing and entering donor gifts and data into our database, Raiser's Edge,

- Prepare tax receipt, letters, and acknowledgment cards,
- Pull reports from databases such as The Raiser's Edge, EveryAction, and other platforms, and
- Ensure accuracy of the gift batches as needed with the Chief Financial Officer.

Sempervirens believes that each employee makes a significant contribution to our success. The assigned responsibilities should not limit that contribution. Therefore, this position description is designed to outline primary duties, qualifications, and job scope but not limit the incumbent or the organization to the work identified. We expect that each employee will offer their services wherever necessary to ensure the success of our endeavors.

### **Qualifications**

Primary:

- Bachelor's Degree or equivalent experience required,
- A passion for the natural world and land conservation,
- Ability to multi-task, pay attention to detail, and be highly organized,
- Exceptional communications and interpersonal skills; friendly, helpful, professional demeanor, both oral and written,
- Sense of humor, ability to work in a team, and a "can-do" attitude,
- Integrity, discretion, and ability to maintain a strict level of confidentiality,
- Strong computer skills; proficiency in Microsoft 365,
- Experience using fundraising software, preferably The Raiser's Edge,
- Ability to work occasional nights and weekends for special events,
- Must have valid driver's license, own vehicle, and be able to travel to Big Basin Redwoods, Butano, and Castle Rock State Parks; able to lift 20 pounds,
- Able to hike on uneven ground up to two miles.

Extra points if you:

- Can read trail maps and are proficient using a personal GPS unit,
- Have a fundraising background,
- Have experience using, EveryAction, Adobe Creative Suite, Google Maps/My Maps, SharePoint, or Avenza.

### **Employee Benefits**

Sempervirens Fund is proud to offer a competitive salary based on experience; We provide generous health and dental insurance, holiday and paid time-, and a 403(b) program including employer matching.

### **To Apply**

Send your resume and a cover letter explaining your interest in the position in [PDF](#) format to [opportunity@sempervirens.org](mailto:opportunity@sempervirens.org). Please include the job title in the subject line.

### **Equal Opportunity**

At Sempervirens Fund, we celebrate, support, and thrive on our differences to benefit our staff, our mission, and our community. Sempervirens Fund is proud to be an equal opportunity workplace and does not discriminate based on race, color, religion, sex, gender identity, national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factors.