

Donor Relations & Stewardship Coordinator



The Athens Area Humane Society rescues and protects companion animals by providing for their wellbeing, uniting them with loving homes, and advocating for a compassionate society. We envision a society where all dogs and cats have a loving home and the bond between pets and people is celebrated. Founded in 1899, AAHS is among the first charitable organizations in Athens and one of its most beloved. Thanks to the generosity of individual donors, small family foundations, and legions of community volunteers, AAHS helps, heals, and homes more than 5,000 pets annually.

Position Overview:

The Donor Relations & Stewardship Coordinator reports to the Director of Philanthropy and is critical in AAHS's goal of becoming the premier choice for donor philanthropy in Athens. This person will discover new connections and information that builds and strengthens relationships with donors and prospects who support AAHS's mission of ending pet abandonment, overpopulation, and neglect/abuse.

The Donor Relations & Stewardship Coordinator prepares donor reports by pulling and manipulating data from multiple databases, merging data into report templates, and editing/proofing the data. This position assists with the digital production of reports delivered to the Director of Philanthropy and CEO. Working to maintain donor records with a high level of accuracy and confidentiality is essential to this position's success. This position requires a detail-oriented individual with strong computer skills and a commitment to discretion and privacy.

Roles & Responsibilities:

- Work to build a culture of gratitude and ensure that donors are appreciated, informed, and engaged.
- Record gifts and accurately assign tax credit for contributions in accordance with federal tax law.
- Following AAHS's established guidelines, generate and send daily gift acknowledgments within 48 hours of receipt. Notify the Director of Philanthropy or CEO when gifts are received that require their action arrive.
- Maintain and regularly 'screen and clean' CRM to avoid duplicates and data entry errors and ensure consistency in donor records.
- Work with the Director of Finance & Operations to ensure accurate gift coding in AAHS' financial records.
- Assist in the generation of gift reports for the CEO and/or Leadership Team.
- Assist in research efforts to identify prospective individual, corporate, and foundation donors consistent with organizational priorities and objectives.
- Additional back-of-house philanthropic tasks, as needed and appropriate for the scope and nature of the position.

Position Requirements:

- Associates Degree in a related field or 2-years relevant experience.
- Knowledge of customer relationship management software, especially CRM and database programs, Network for Good preferred.
- Proficiency in Microsoft Office Suite, especially Microsoft Excel, and comfortable with learning new software.
- General knowledge of moves management principles and stages of donor-centered fundraising.
- Ability and comfort with a significant degree of file organization, administrative support, and data entry tasks.
- Task-oriented and organized; excellent analytical abilities; superior time management skills; excellent communications skills; creativity; initiative, follow-through, and the ability to work effectively both independently and as a team member.
- Strong critical thinking, written, verbal, and data-mining skills.
- Self-starter with the ability to work remotely.
- Enthusiasm about AAHS's mission and its commitment to being donor-centered in all that we do as an expression of individual and collective organizational values.

Physical Demands & Work Environment:

The physical demands and work environment profile described here are representative of those a typical employee encounters while performing the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling, pushing/pulling, reaching above the shoulders, and lifting up to 25 pounds. Must be available to work weekends and holidays, as needed.

Diversity, Equity, & Inclusion Statement:

We work to recruit diverse candidates and ensure our team members have all the tools they need to be successful. Our mission is most effectively fulfilled through proactively supporting the values of equity, inclusion, and diversity. Diversity may be measured by, but is not limited to, differences in age, ethnicity, race, gender identity, sexual orientation, economic

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circumstance, class, religion, disability, geography, and profession. We acknowledge and respect the many differences that comprise thriving communities and seek diversity in our staff to ensure that a range of perspectives, opinions, and experiences are recognized and acted upon in achieving our purpose. We intend to promote a fully equitable animal welfare sector that justly represents and serves all our constituencies. Consequently, we strongly encourage applications from candidates of color, LGBTQ+ identity, and other historically marginalized communities.

Disclaimer:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees are required to follow any other job-related instructions and perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to themselves or others' health or safety. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.