



Position Description: Development Coordinator

Reports to: Chief Development Officer (*reports to Chief Marketing Officer until CDO is hired*)

The Development Coordinator is an integral member of the Development Department and will work cross departmentally with the Marketing Department, supporting fundraising and development initiatives and bolstering organizational efficiency through utilizing our CRM database. This position will perform essential administrative duties related to various fundraising and marketing activities, including stewardship, relationship management, and donor cultivation.

WHO WE ARE

Creative Action is a nationally-recognized youth arts education organization in Austin, Texas. As the largest provider of creative learning programs in Central Texas, we use the arts to activate the academic, social and emotional development of young people. Through interactive classroom performances, after school residencies, and community-based programs, our team of professional teaching artists inspire youth to be creative artists, courageous allies, critical thinkers and confident leaders in their communities.

WHO WE WANT

We're looking for a highly motivated, self-starting, and detail-oriented person who likes to dig into projects. This position requires someone who values collaboration, can-do thinking, and respectful communication. Applicants should be deadline-driven, demonstrate strong organizational skills with the ability to manage multiple projects, and have excellent writing and communication skills.

KEY RESPONSIBILITIES

Donor Relations

- Works with the Chief Development Officer to manage donor stewardship efforts, including a stewardship calendar and ensuring donors are thanked and feel valued.
- Assists with the mailout efforts for at least two direct mails a year.
- Coordinates and manages logistics of cultivation events and program visits.

Database Management

- Oversees daily operation of CRM (DonorPerfect) including gift processing, contact management, developing reports, and troubleshooting.
- Maintains data integrity by ensuring accuracy and completeness of donor and stakeholder information.
- Works with in-house IT & Data Manager on troubleshooting and maintenance of CRM.
- Works closely with Digital Marketing Manager to ensure the database is segmented effectively for targeted marketing activities; supports Digital Marketing Manager and Chief Marketing Officer with segmentation and analytics for emails, newsletters and other communication functions, including integration with social media activities.
- Develops and maintains cultivation and prospecting reports for Chief Development Officer.
- Works with IT & Data Manager to establish trainings, ensuring our staff have the knowledge and understanding of the importance of proper data management in order to fulfill our mission.



Event Support (please note, all in-person events have been paused until we feel it is safe for staff and donors)

- Assist Chief Development Officer in executing events
- Represent Creative Action at events as needed
- Assist with board meetings as needed
- Other duties as assigned

REQUIRED KNOWLEDGE, EXPERIENCE & ABILITIES

- Bachelor's degree in related field or equivalent combination of education and experience
- Minimum of one year maintaining databases
- Excellent communication skills
- Comfort in calling and interacting with businesses and donors on behalf of Creative Action
- Working knowledge of nonprofit functions, including development and fundraising, experience working on special events and fundraising campaigns a plus
- Exceptional organizational and planning skills
- Demonstrated high professional standards, initiative, and integrity
- Flexible, can-do attitude with attention to detail
- Strong technical skills in systems and applications including Excel
- Must be a problem solver, able to multitask and work independently
- Excellent customer service skills

WHAT WE OFFER

Competitive salary, health plan contributions, life insurance, long-term disability, and an employee assistance program. We also offer paid time off + a fun and flexible work environment.

Creative Action is an equal opportunity employer committed to diversity and equity in the workplace. We strongly encourage those who reflect the communities we serve to apply, including bilingual individuals and/or people of color.

TO APPLY

Accepting applications through September 20, 2020. Take some time to familiarize yourself with our organization, what we do, and what we believe in. Then, if this seems like a community you'd like to be a part of, please email your resume and a cover letter to christa@creativeaction.org. Submissions without a cover letter will not be considered.