



FUND DEVELOPMENT COMMUNICATIONS COORDINATOR

Job Description

Fund Development & Donor Services

PAY RANGE: \$65-75k

GENERAL SUMMARY:

ACC's Fund Development and Donor Services team is a dynamic, collaborative group focused on expanding and diversifying the organization's philanthropic revenue. The Fund Development Communications Coordinator (FDCC) serves as the primary administrator of ACC's donor database and donor services systems, ensuring the accuracy, integrity, and accessibility of donor and fundraising information. This position is responsible for gift processing, donor records management, reporting, data analysis, and supporting fundraising initiatives through effective use of customer relationship management (CRM) systems. The FDCC works closely with Director of Marketing & Fund Development (DMFD), finance staff, donors, volunteers, and community stakeholders to provide exceptional donor stewardship and operational support. This position reports to the DMFD Marketing and is a salaried position.

ESSENTIAL JOB FUNCTIONS:

- Serves as the primary administrator for ACC's donor database and CRM systems.
- Maintains accurate and complete donor, prospect, sponsor, and constituent records.
- Establishes and maintains data standards, policies, and procedures to ensure database integrity and consistency.
- Conducts routine audits, clean-up projects, and quality control reviews of donor data.
- Manages user access, security permissions, imports, exports, and database maintenance activities.
- Creates & maintains documentation / training materials per donor database processes.
- Supports department staff with database training and troubleshooting.
- Processes and records gifts, pledges, recurring donations, matching gifts, stock gifts, and in-kind contributions.
- Ensures timely/accurate gift acknowledgments, tax receipts, and donor recognition.
- Coordinates pledge reminders and donor stewardship communications.
- Responds promptly and professionally to donor inquiries regarding donations, receipts, and account information.
- Troubleshoots donation processing issues and collaborate with internal teams to resolve concerns.
- Maintains confidential donor information per organizational policies/best practices.

- Coordinates and reconciles fundraising revenue with the finance department.
 - Generates recurring fundraising, donor, campaign, and stewardship reports for leadership and development staff.
 - Develops dashboards and reporting tools to monitor fundraising performance and donor engagement.
 - Analyzes donor trends, retention rates, giving history, and campaign results to support strategic decision-making.
 - Assists with donor segmentation, prospect identification, and list management for fundraising initiatives.
 - Produces mailing lists, reports, and data exports for fundraising campaigns, events, publications, and stewardship activities.
 - Supports grant reports preparation for audits, yearly filings, organizational planning.
 - Provides operational support for fundraising campaigns, special events, sponsorship programs, and major gift initiatives.
 - Assists with donor stewardship activities, recognition programs & impact reporting.
 - Collaborates with development staff to track donor interactions, moves management activities, and cultivation efforts.
 - Supports implementation of fundraising best practices and continuous improvement initiatives.
 - Maintains proficient knowledge of ACC programs, services, and funding priorities.
 - Establishes and maintains written policies and procedures for donor services and database management.
 - Participates in department meetings, training opportunities, organizational events.
 - Maintains confidentiality and sound judgment per sensitive donor information.

QUALIFICATIONS:

- Associate's degree required; Bachelor's degree preferred in nonprofit management, business administration, communications, information systems, or related field.
- Minimum 2-4 years' experience in donor services, fundraising operations, database administration, CRM management, or related administrative roles.
- Demonstrated experience working with donor databases and customer relationship management (CRM) systems.
- Experience with Blackbaud products, particularly Raiser's Edge NXT, strongly preferred.
- Ability to generate, interpret, and present reports and fundraising data.
- Advanced proficiency in Microsoft Office applications, particularly Excel.
- Excellent organizational skills and attention to detail with a high degree of accuracy.
- Excellent written and verbal communication skills; bilingual is a plus!
- Experience working in a nonprofit environment preferred.
- Experience working with older adults and diverse cultural communities preferred.
- Must successfully complete a criminal background check and pre-placement physical exam.