



MENNONITE CENTRAL COMMITTEE

Position Title Donor Engagement Coordinator

FTE 1.00

Compensation Type Salary

Salary Minimum \$42,030.00

Benefits Medical, dental & vision, paid vacation, sick time and 9 holidays/year. Life insurance provided, long and short-term disability coverage. Retirement Plan, with MCC contribution of 7% beginning after six months of employment.

Location City Akron

Location Country United States

Location Description Akron PA (pop 3,900) is a small town in Lancaster County, Pa., about 10 miles from Lancaster City (pop. 59,000). Lancaster County is ethnically diverse, with significant numbers of recent immigrants. In 2010 the Akron Elementary School next door to the MCC office reports students newly arrived from 10 countries speaking multiple languages. Lancaster County is home to large Mennonite, Amish and Brethren in Christ communities characterized by theological as well as racial/ethnic and cultural diversity in addition to many other church traditions. Millersville University, Franklin and Marshall College, and Elizabethtown College (founded by Church of the Brethren) are located in Lancaster County. There are a number of smaller private, Bible and community colleges. Approximately 100 MCC U.S. staff work in Akron with another 10 workers three miles away in the MCC East Coast Ephrata Office. The Akron office is an open office environment, featuring dividers between departments rather than walls.

Applications Close Date Jun 17, 2019

Start Date Jul 22, 2019

Start Date Flexible Yes

Term Length Indeterminate

Qualifications

All MCC workers are expected to exhibit a commitment to: a personal Christian faith and discipleship; active participation in a Christian church or Christian community; and nonviolent peacemaking. MCC is an equal opportunity employer, committed to employment equity. MCC values diversity and invites all qualified candidates to apply.

Legal eligibility to be employed in the U.S. is required.

- 1-3 years of fundraising, development, donor research or related experience required
- Post-secondary degree required. Bachelor's degree preferred.
- Commitment to the mission and vision of Mennonite Central Committee
- Documented excellence in relational skills and customer service
- Comfortable interacting with donors over the phone
- Excellent English language skills required, additional Spanish language skills preferred
- Demonstrated database computer skills (Donor Perfect Online experience preferred)
- Proficiency in Microsoft Office
- Demonstrated ability to follow through on detailed tasks
- Proven ability to work collaboratively as a team member
- Willingness and availability to travel occasionally

Job Synopsis The Donor Engagement Coordinator position gives leadership to the day-to-day interactions with specified MCC U.S. donors and represents MCC more broadly. The middle donor engagement program provides personal contact, via phone, email, and notes with donors, and via semiannual MCC project reports to donors who give in a mid-level range. The mass donor engagement program interacts with a different set of donors and on a much more limited basis. The position is directed and supervised by the Associate Director of Donor Relations. This position primarily serves the MCC U.S. Donor Relations department, MCC U.S. regional offices and constituents who support MCC programs.

Challenges

Key Responsibilities This position works to cultivate and retain mid-level donors and increase their engagement with and support of MCC. This position influences the ongoing development of the middle donor strategy, providing analysis and critique. The position works closely with regional donor relations staff and national donor relations department staff to ensure a cohesive donor experience. The position assures the timely delivery of program impact reports to donors, working collaboratively with Communications and MCC Canada counterparts to produce these reports in a timely manner. This position also manages the mass donor portfolios, which includes management of the monthly and new donor programs and the lapsed donor strategy. This position is the primary staff person to respond to incoming phone calls and emails for the Donor Relations department.

Contact/Relationships:

This position needs excellent customer service, strong phone and written communication skills, for frequent and extensive contact with constituents to share information, motivate participation and increase giving. This position also requires frequent verbal and written contact with a variety of staff to share information and answer questions that arise during these contacts. The incumbent needs to be a good planner and organizer, and able and eager to initiate phone and other contacts with donors.

Complexity/Competencies:

The duties for this position require creativity and innovation to carry out donor retention activities in cooperation with MCC U.S. and regional donor relations staff. The position requires problem-solving skills related to the implementation of the middle donor strategy. He/She must collaborate extensively with the U.S. Donor Relations staff to guarantee smooth functioning of all processes and to ensure accuracy of data. This person must be comfortable initiating engagement conversations with donors. The duties also require aptitude in using Microsoft Office and the fundraising database.

Supervision: This position does not supervise any positions.

Independent Action:

Must be a self-starter, team player and able to manage multiple tasks to handle the work responsibilities, to respond to requests from current and potential supporters and to answer questions from donors and Donor Relations staff. This person must be responsible to independently follow up on assigned donor interactions in a timely manner.

End Result:

This position manages the middle donor portfolios of the Great Lakes and West Coast regions, stewarding those relationships with phone calls, emails and note cards, thereby helping to increase fundraising capacity and performance in order to meet strategic fundraising goals. Engagement with the mass donor portfolios encompasses all regions but on an “as needed” basis.

Major Responsibilities:

- 50% Middle donor outreach
- 20% Mass donor management
- 15% Planning and record management
- 15% Administration

50% Middle Donor outreach

- Carry out donor engagement and retention activities to foster continuing and increased financial support
- In collaboration with Canadian Donor Relations staff, oversee distribution of semiannual program impact reports for donors
- Respond to inquiries initiated by mid-level supporters
- Support donor retention efforts, specifically by making an initial personal contact with mid-level donors new to MCC and to donors who have lapsed
- Be involved in additional related activities as MCC develops other donor retention and cultivation practices.

20% Mass donor management

- Carry out donor engagement and retention activities to foster continuing and increased financial support
- Customer service point person for the Donor Relations department, first responder to all incoming phone calls and emails
- Management of monthly appeal process for new and lapsed donors
- Management of the monthly donor program
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15% Planning and record management

- Plan and schedule donor contacts
- Update and maintain accurate middle donor records in the database and spreadsheet-based tracking chart

15% Administration

- Participate in Donor Relations departmental and network meetings
- Participate in quarterly middle donor strategy meetings
- Maintain strong relationships with MCC U.S. and regional Donor Relations representatives to ensure a cohesive donor experience
- Provide donation and batch processing support (seasonal and during disasters)

Other duties as assigned.