



<b>Job Title:</b>	Donor Relations Coordinator
<b>Position Type:</b>	Full Time, Non-exempt
<b>Salary Range:</b>	\$39,520 – 50,000

**Organizational Description:** The National Alliance on Mental Illness of Massachusetts (NAMI Mass) is a statewide, nonprofit grassroots education, support and advocacy organization dedicated to improving the lives of people diagnosed with mental health conditions and their families. Founded in 1982, NAMI Mass is the state’s voice on mental health issues.

**Position Summary:** The Donor Relations Coordinator reports to the Deputy Director of Fund Development and assists in all areas of fundraising from legacy gifts to grants. Fund Development is responsible for generating the revenue that permits NAMI Mass to conduct its courses, support groups and advocacy work. The position is responsible for

**Job Duties and Responsibilities:**

**Fund Development Database Management and Administration**

- Maintains and updates donor, prospect, and grant records in the NAMI Mass fundraising database to ensure timely entry of activities
- Creates and runs reports from Donor database and reviews and analyzes data related to donor and prospect activities, gifts, and grant
- Fields inquiries from prospects/donors via telephone, correspondence and email if requested by DD of Development
- Coordinates the review and updating of marketing materials as needed including interfacing with vendors, coordinating printing, etc.

**Donor Cultivation and Relationship Management Support**

- Serves as a point person on the creation and distribution of gift acknowledgment letters and tax receipts for charitable contributions to NAMI Mass
- Provides research and support for prospect/donor meetings and projects
- Provides recommendations to improve internal processes
- Attends donor relations meetings when requested and takes notes as needed
- Assists with calendars, schedules, and appointment management as needed

- Provides technical and administrative support for events including agendas, managing timelines and activities, tracking and coordination of guest lists, invitation mailings and follow up correspondence
- Assists with occasional events in the mornings (prior to 9:00 am) and evenings (after 5:00 pm)
- Coordinate Marketing Material

### **Grant Support**

- Oversee project management for development and submission of grants.
- Prepare grant synopsis when considering applying for grant to facilitate development of grant proposals
- Maintain grant electronic records on SharePoint
- Contribute to grant budget development in collaboration with the Fund Development Deputy Director and Executive Director
- Individuals may perform other duties as assigned by the Deputy Director of Fund Development and/or the Executive Director

### **Qualifications:**

#### **Required Education and Experience**

- College degree in a related field (will consider equivalent work experience in lieu of college degree)
- At least 2 years of work experience in communications, fundraising, project coordination in either a business or nonprofit organization
- Familiarity with and/or interest in development, and/or non-profit management
- Awareness, understanding, and/or connection to the mental health field
- Knowledge and demonstrated expertise in a Customer Relations Management system, with a preference for experience with a donor relations software product such as Donor Perfect

#### **Competencies**

- Results driven and able to hold self and others accountable for results
- Self-reflective and able to identify your own strengths and areas for growth, and expand your range and capacity through mentorship and other learning opportunities
- Invested in continuous learning and works from a growth mindset
- Effective at navigating and resolving conflict
- Able to give and receive constructive feedback
- Cultivates positivity and professionalism in the workplace
- Strong team player and able to effectively collaborate in different organizational spaces
- Committed to diversity, equity, and inclusion and conscious of how your own culture, race, and identity are located in and impact your work

#### **Knowledge & Skills**

- Impeccable attention to detail and accuracy in all aspects of your work
- Excellent written and verbal communication skills

- Participatory work style; team player and sense of humor; ability to give and receive constructive feedback
  - Excellent proofreading and editing skills
  - Excellent demonstrated administrative, organizational and calendar management, time, and project management skills
  - A self-starter with a professional and mature interpersonal style, ability to interact well with a diverse range of people including Board members and volunteers
  - Ability to take initiative and work independently on tasks and assignments when required
  - Ability to work with people from different backgrounds and with different experiences
  - Good listening skills and the ability to demonstrate a nonjudgmental attitude
  - Comfortable and willingness to learn new technology if needed
  - Ability to prioritize tasks in an organized manner and meet organizational deadlines
  - Customer service-oriented
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- Willingness and ability to handle confidential matters and information in a discreet manner
  - Strong knowledge of and experience with setting up and hosting Zoom meetings
  - Demonstrated expertise with Microsoft 365 Office products - especially Word, Excel, Outlook, PowerPoint and SharePoint
  - Effective at navigating and resolving conflict
  - Cultivates positivity and professionalism in the workplace

**To Apply:** Send an email to the Deputy Director of Development, [kgromis@namimass.org](mailto:kgromis@namimass.org) with a cover letter stating why you are interested in this position, your resume, 2 writing samples and contact information for three professional references. Application deadline: applications will be taken on a rolling basis.

*NAMI Mass does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.*