

Coordinator, Donor Services

The National Park Foundation is seeking a Coordinator, Donor Services for our Philanthropy team.

The Coordinator, Donor Services serves as the professional point of contact for donors within our individual donor portfolio as well as being a resource to gift processing and data strategy team. The Coordinator, Donor Services supports the annual donor file (\$1 - \$25,000) as NPF continues to grow a comprehensive and robust fundraising program. This position requires an understanding of customer services and/or data processing skills.

This full-time position is based in Washington, DC, and works closely with members of the Strategic Services, Direct Response, Annual Giving, and External Affairs teams to provide exceptional donor services and engagement, support donor and prospect development, and ensure accurate gift coding from fundraising efforts. The Coordinator, Donor Services will report directly to the Senior Manager, Database.

WORKING AT NPF

In 1872 America did something unprecedented; it set aside more than one million acres of wilderness for the benefit and enjoyment of the people. For more than 100 years, citizen involvement and private philanthropy have helped to improve, preserve and protect America's national parks. Since it was established by Congress in 1967, NPF has sustained this legacy of private philanthropy.

As the official nonprofit partner of the National Park Service, the National Park Foundation generates private support and builds strategic partnerships to protect and enhance America's national parks for present and future generations. We are a small organization with a big mandate. Learn more about us at www.nationalparks.org.

RESPONSIBILITIES AND DUTIES

- Act as first point of contact to manage donor inquiries (through email, phone, mail) to ensure effective and efficient communications, either responding directly or sourcing to appropriate staff for specific follow-up.
- Use donor database systems—specifically Raiser's Edge and/or Raiser's Edge NXT—to research and update donor accounts, facilitate gift entry, and other donor services related functions to ensure donor needs are met and database integrity is maintained.
- Process gifts received, including entering gifts and applying soft credits, downloading and cleaning files, and importing and committing gifts into Raiser's Edge. Manage cash receipting to Finance team.
- Link gifts to memberships in Raiser's Edge.
- Work closely with members of the Philanthropy team on ad hoc, periodic, and routine projects to maintain and improve the organization's donor tracking and response.
- Drive efficiencies on all tasks, partnering with other departments as appropriate.
- Create, manage, and continually improve procedures for gift processing and responding and managing to donor inquiries.
- Improve data hygiene through exceptional data entry.

ESSENTIAL EXPERIENCE, SKILLS AND COMPETENCIES

The ideal candidate should have the following:

- Exceptional communication skills, both written and verbal. Ability to draft, proofread, and edit well-written emails and letters appropriate for donors. Deliver outstanding customer service, taking the lead to address and resolve donor inquiries and concerns.
- Ability to define, refine, and document processes.
- Strong attention to detail and timelines.
- Must possess the ability to communicate complex information effectively, take a team approach, and initiate work. Experience within a Development office strongly preferred.
- Position requires excellent organization, time management, analytical, and problem-solving skills.
- Must work effectively and collaboratively with a wide range of staff across several departments.
- Good judgment and a high degree of confidentiality a must.
- Commitment to high level customer service.
- Experience working with Office 365 suite.
- Experience working with relational databases and gift coding (preferably with Raiser's Edge and/or Raiser's Edge NXT), and constituent-centric strategies and processes.
- Knowledge of Luminate Online platform is a plus.
- Should be willing, eager, and able to use a variety of donor relations skills.
- Bachelor's degree from an accredited institution, or experience in a related field
- 1+ years' experience in donor/member services with not for profit
- General office administrative experience

TO APPLY

If you know you are the perfect candidate for this position, we want to hear from you. Please submit your application through the National Park Foundation ADP portal found [here](#). If you experience technical difficulties during the process, you may submit your cover letter, resume and salary history by email to resumes@nationalparks.org. Please indicate "XX Job Title" in the subject line of the e-mail.

National Park Foundation is an Equal Opportunity Employer. Candidates of all backgrounds are encouraged to apply.