



Position: Development & Communications Coordinator

About Dutchess Outreach: Founded in 1974, Dutchess Outreach's programs consist of emergency relief services, including The Lunch Box, which serves over 600 meals a day, and The Beverly Closs Memorial Food Pantry which serves over 1,800 families per month.

Equal Opportunity Employer Statement: Dutchess Outreach is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship.

Essential Functions

The Development & Communications Coordinator works closely with the Director of Development & Communications to oversee the management of the donor database, gift processing, and social media initiatives and provide administrative support for the Development & Communications team and Executive Director. The ability to juggle multiple priorities relating to fundraising and communications is essential to this position. The Coordinator should feel empowered to be responsible for their projects while working well within a small team environment. This is a full-time position with generous PTO and work-life flexibility.

Specific Duties:

Database Management:

- The Coordinator will be the "power user" for the organization's databases, Bloomerang and MailChimp.
- Support the development team on any donor relations projects related to both databases.
- Perform all data entry (donor information, donations, and prospects).
- Perform regular database maintenance and "clean-up" projects to ensure data integrity and accessibility.
- Run reports and mailing lists for appeals, donor analysis, and committee meetings as needed.
- Integrate and manage email addresses in MailChimp.
- Maintain policies and procedures for data entry and finances in coordination with the Finance team.
- Make recommendations for information systems as appropriate.

Development Responsibilities:

- Perform all gift processing tasks; collect mail, copy donation checks, process donations with multiple steps, including financial and development tracking, process donations in PayPal, and ensure all donations are reconciled with the Finance team.
- Print and mail donor thank you letters promptly.
- Update donor thank you letters regularly.
- Provide administrative support for annual campaigns, including liaising with vendors such as mail houses and graphic designers.
- Alert the Development Team and Executive Director of major gifts and other significant donor information.
- Schedule and liaise with donors for tours.
- Prepare the Director and Executive Director for donor lunches, tours, and meetings and coordinate follow-up.
- Assist the Director with grant management and reports.
- Assist the Director with Appeals and the Annual Report.
- Assist the Director with creating and maintaining an annual Development calendar.

Communications Support:

- Solicit, compile, and produce stories for newsletters and appeals.
- Post relevant news about the organization on the website.
- Assist with updating website content in WordPress as needed and annually.
- Generate, publish, and share daily social media content to support the annual communications plan on Facebook, Instagram, and LinkedIn.
- Respond to social media comments, messages, and website email inquiries promptly.
- Develop, organize, catalog, and maintain a photo library for multiple communication purposes.
- Provide communications support to program areas, creating social media posts, flyers, etc.
- Collaborate with the Director on an annual communications calendar.

Event Support

- Provide significant support for an annual event, including but not limited to:
 - Run mailing lists and track RSVPs.
 - Manage sponsorship solicitation lists and sponsorship tracking.
 - Work with mail-house.
 - Order signage, gifts, and other items.
 - Correspond with donors and honorees.
 - Providing support with seating arrangements.
 - Other tasks to support the event.
 - Onsite event support.
- Support donor cultivation events, lunches, and tours. Send invitations, collect RSVPs, create name tags, etc.
- Coordinate follow-up thank yous and enter notes into the database.

Other:

- Assist the Director and Executive Director with scheduling and calendar management concerning donors and external events.
- Perform other miscellaneous tasks as needed under the direction of the Director of Development & Communications or Executive Director.
- Represent the organization enthusiastically and professionally in the community and with a demonstrated commitment to DO's mission.
- Participate in staff meetings, keeping colleagues current on fundraising and communication efforts.
- Provide monthly reports for the Development and Communications Committee.
- Maintain strong relationships with program staff and keep current on program activities.

Qualifications:

- At least three years of experience working in both Development and Communications for a nonprofit organization.
- At least two years of experience in social media, with experience creating content and a social media plan to highlight and communicate an organization's work.
- Prior experience with database systems is required.
- Prior experience with InDesign, Google Drive/Workspace, WordPress, and Mailchimp is strongly preferred.

Knowledge, Skills, and Abilities:

- Strong attention to detail.
- Excellent written and verbal communication skills.
- Ability to work within deadlines.
- Ability to juggle multiple projects at once.
- Team-oriented and with a highly collaborative style.
- Ability to take initiative and familiarity with working on a small team.
- An interest in and knowledge of anti-poverty and food security issues.

Compensation: Full-time, non-exempt position, 35 hours per week, at \$24.50 - \$27.50 per hour (\$44,590 - \$50,050), plus a generous benefits package.

Please send resume and cover letter to jeanne@dutchessoutreach.org with the subject line: Development Coordinator

**Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We would encourage you to apply, even if you don't believe you meet every one of the qualifications described.*