

Development Coordinator

Position Summary

The Development Coordinator is responsible for donor gift processing, donor database management, receipting, donor record maintenance, donor reporting support, donor data accuracy, and data governance support for TSM campaign operations. This role ensures gifts are entered accurately, receipts are issued promptly, and donor records are maintained with integrity and confidentiality.

Reports To

- Chief Financial & Development Officer

Works Closely With

- Annual Fund Manager
- Communications Specialist
- Office Coordinator
- President & CEO as needed for reports
- TrueSense Marketing through approved data processes
- CFDO for financial and database oversight

Primary Responsibilities

Gift Processing

- Accurately enter financial gifts and donor data into the donor database on a daily basis.
- Process EFT and credit card gifts as they occur.
- Enter gifts-in-kind data on a regular basis.
- Merge and print receipts and acknowledgments for processed gifts.
- Prepare donor acknowledgments according to approved procedures.
- Maintain timely and accurate gift processing, especially during peak giving seasons and TSM campaign response periods.

Donor Database Management and Data Governance Support

- Maintain accurate donor records.
- Process address changes, donor updates, corrections, deceased record updates, and donor preferences.
- Maintain coding and segmentation records according to approved standards.
- Execute donor coding changes approved by the CFDO.
- Support CFDO in documenting data definitions, suppressions, exclusions, salutations, donor ID rules, householding logic, and gift revenue field rules needed by TSM.

- Help validate TSM campaign return files, appeal codes, donor IDs, donation form coding, and gift-processing requirements.
- Support CRM-produced recurring emails by confirming audience/list accuracy, donor preferences, suppressions, segmentation, appeal or tracking code needs, and database implications.
- Maintain donor confidentiality and avoid transmitting PII through email.

Reporting Support

- Prepare daily, weekly, monthly, or campaign-specific donor reports as requested.
- Provide reports to the President & CEO, CFDO, and Annual Fund Manager as approved.
- Assist with campaign response tracking.
- Support reconciliation between donor records and financial records under CFDO oversight.
- Provide accurate campaign results needed for TSM reporting review and internal donor follow-up.

Donor Services

- Support timely donor acknowledgment processes.
- Prepare large-gift thank-you lists and related donor service workflows.
- Provide donor information needed for stewardship, cultivation, and reporting.
- Help maintain accurate records of donor preferences.

Responsibilities Excluded From This Position

- Bank reconciliation, final campaign approval to TSM, approval of own gift adjustments, being the sole person opening mail and entering gifts, fundraising strategy ownership, major donor relationship management, grant writing as a primary responsibility, and public communications management.

Key Success Measures

- Gifts are entered accurately and promptly.
- Receipts are issued in a timely manner.
- Donor records remain clean and current.
- TSM campaign codes, return files, and gift-processing requirements are supported accurately.
- Donor confidentiality is protected.
- Reports are reliable and support strong internal controls.