

JOB TITLE: Contributor Relations Coordinator

CLASS: Collective Management

CATEGORY: Management

STATUS: Full time

BENEFITS: Eligible

REPORTS TO: Collective Management Team

LAST UPDATED: September 12, 2012



JOB SUMMARY:

The Contributor Relations Coordinator strengthens relationships with existing financial contributors, converts promising potential contributors into active contributors, and identifies external funding opportunities with excellent cost-benefit ratios. This position is part of a Collective Management Team (CMT) but works on a daily basis with little direct guidance from other Collective members.

DETAILED RESPONSIBILITIES:

- Lead and support the process of identifying and cultivating individual, corporate, foundation and government contributors for individual programs and the organization as a whole.
- Collect, organize and preserve information about contributors and other records in accordance with relevant laws, policies and industry best practices.
- Ensure that all relevant data and analyses are presented to the CMT accurately and in a timely fashion.
- Meet regularly with other managers and stakeholders to discuss contributor issues and facilitate improvements to programs and procedures.
- Support public relations efforts for Free Geek to present a consistent, competent and welcoming face to the general public.
- Recruit, train, supervise, schedule, coordinate and motivate interns in core areas of responsibility.
- Works regular floor shifts in Reuse and at the Front Desk.
- Other duties as may be necessary or desirable.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Ability to maintain a calm, positive and professional attitude at all times in an informal and sometimes chaotic environment with diverse staff and volunteers.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Ability to work with minimal guidance or supervision in a non-traditional environment.
- Aptitude for directing, instructing and positively influencing others.
- Bachelor's degree with coursework in management or work experience that provides equivalent skills, knowledge and abilities.

- Demonstrable self-motivation and personal initiative.
- Excellent organizational skills as well as attention to detail and accuracy.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Proficiency with using standard office software.
- Fluency in written and spoken English.
- Previous fundraising or development experience.
- Three months of customer service or retail experience.
- Demonstrated knowledge of principles and practices of data entry and database report generation.
- Aptitude for handling money and operating a cash register.
- Aptitude for and interest in working with computer components and other hardware.
- Demonstrated interest in learning and training opportunities.
- Ability to learn Free Geek documentation tools.
- Reliability and punctuality.
- Ability to consistently follow policies and procedures.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Demonstrated confidence and competence working with diverse populations.
- Fluency in Spanish or another language besides English.
- Demonstrated knowledge of practices and principles of contributor relations.
- 2 years of fundraising or development experience.
- Demonstrated skill in using social media effectively to achieve specific goals.