



Job Title: Coordinator, Development	Status: Full-time, non-exempt
Reports to: Development Director	Salary Range: \$37,000 – \$40,000
Starting Date: ASAP	Date Reviewed: September 2021

Overview:

Respiratory Health Association is a 501(c)3 local lung health charity residing in Chicago since 1906. We believe in a future free of lung disease. A world without lung cancer, asthma, or COPD. A world with clean air, where everyone breathes easier. To achieve that goal, we collaborate with researchers in a relentless pursuit of new treatments and cures. We empower adults and children living with lung disease by teaching them skills to manage their health. We work with lawmakers to craft innovative policies that promote healthy communities, reduce tobacco use, protect our environment, and build a more sustainable future.

Position Summary:

The Development Coordinator is an administrative position which serves as critical support for the Association’s development activities. Working closely with the Development Director, the Coordinator will assist with establishing a streamlined and highly functional development department through database management, gift processing, and individual donor communications. Database management tasks include administering data hygiene processes for Neon CRM, training other staff members on database processes including making the necessary support documents, and monitoring automated data entry from API connected systems. Gift processing tasks include processing gift entry into the database, preparing timely acknowledgment letters, tracking and processing all tribute donations, and acting as customer support for donors. Individual donor communications projects will include pull donor mailing lists from the database and require collaboration with the programs and marketing staff to design, create, and implement email and social media fundraising strategies. A strong candidate for the Development Coordinator will have an understanding of databases and Excel; excellent written and verbal communication skills; the ability to work in a team environment as well as independently; strong multi-tasking and organizational skills; and an ability to problem solve.

Key Responsibilities:

Gift Processing and Database Management

- Manage revenue reporting, gift processing, gift and pledge entry, and timely acknowledgement of all general operating contributions.
- Perform data clean-up in NeonCRM e.g., duplicate merge, address verification, and collaborate with other departments on data updates.
- Use NeonCRM and Excel to prepare mailings lists as well as high level reports, including regular fundraising progress updates, appeal performance, prospect lists, etc.
- Create process documents to assist with staff training in NeonCRM and be primary contact person regarding staff database questions.
- Monitor and correct data entry from NeonCRM API systems including: DonorDrive (peer-to-peer fundraising software), TrueGivers (change of address notifications), Zapier (bulk entry of activities), and Double the Donation (matching gift software).

Individual Donor Communications

- Track and ensure proper record keeping, acknowledgement and notification of tribute (in honor of/in memory of) gifts.
- Support the production of in-house development mailings such as appeals and stewardship-related mailings.
- Collaborate with staff in the Marketing & Communications and Programs & Policy teams to create fundraising email and social media messaging.
- Serve as the primary customer service support to all donors via phone and email.

Qualifications:

- Associates degree or higher, or equivalent experience, in a field that demonstrates an ability to think critically, communicate well, and process information.
- Proficiency with Microsoft Office 365 including skill with Outlook, Word, and Excel. Candidates should be able to manage mail merges and utilize Excel formulas.
- Experience with a database system. Donor database such as NeonCRM is a plus.
- Strong written and verbal communication skills with sharp attention to detail.
- Outstanding time and project management skills with the ability to multi-task and prioritize competing demands.

Salary/Benefits:

The Development Coordinator position starting salary range is from \$37,000 to \$40,000. In addition, Respiratory Health Association offers competitive benefits including medical, dental and vision insurance, life insurance, retirement plans and generous paid time off. Respiratory Health Association is dedicated to offering professional development opportunities to help staff advance their careers for the benefit of the association.

To apply: Email résumé, cover letter, and a writing sample by October 8, 2021 to jobs@resphealth.org. Please include the job title and your name in the subject line. Incomplete applications will not be considered.

Please note: Respiratory Health Association (501C3) does not discriminate against any employee or applicant on the basis of age, ancestry, color, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances. We adhere to these principles in all aspects of employment, including recruitment, hiring, training, compensation, promotion, benefits, social and recreational programs, and discipline.

As a lung health organization, RHA does not hire persons who smoke or vape and forbids smoking in the workplace.

In accordance with RHA's duty to provide and maintain a workplace free of any hazards and infectious diseases, such as COVID-19, **RHA requires all of its employees to be fully vaccinated** unless a reasonable accommodation is approved.