



TITLE: *DEVELOPMENT COORDINATOR*

REPORTS TO: *EXECUTIVE DIRECTOR, NEIGHBORHOOD PETS*

STATUS: *SALARIED, EXEMPT, AT-WILL EMPLOYEE*

LOCATION: *CLEVELAND, OHIO*

ABOUT US: Neighborhood Pets is a community-based non-profit 501(c)3 organization that cares about people and the animals they love. With relationships and building trust in the community at the core of our work, our services range from providing services and information, to referring to other programs including human-focused agencies. Our services are available to any pet owner who resides in Cleveland or East Cleveland that is experiencing financial hardship.

POSITION SUMMARY

The Development Coordinator works to enhance the overall mission of the organization by working collaboratively with staff and volunteers to increase the organization's revenue.

The Development Coordinator is responsible for organizing and executing fundraising efforts, including creating and implementing a development plan that incorporates a range of fundraising strategies including annual appeals, major donors, corporate and individual appeals, social media and special events; donor management including maintenance of the donor management database; gift recording and acknowledgement; and the creation and execution of a stewardship plan that maintains donor relationships and increases giving to Neighborhood Pets.

The Development Coordinator will also be involved with other activities related to fundraising and relationship management, including grant writing; social media marketing; and website content creation and maintenance.

The Development Coordinator will also work directly with clients to provide client care support as needed.

GENERAL REQUIREMENTS

The ideal candidate is self-motivated, highly organized, and possesses a team-oriented leadership mindset. Additionally, this candidate is knowledgeable as well as passionate about building community, and providing equitable pet care and other resources to pet owners in need. The applicant must be flexible, enjoy a fast-paced environment with like-minded individuals and must be comfortable serving a diverse population. Ideal candidates enjoy being part of a team, collaborating with other organizations, and can give direction on one project while taking direction on another.

ESSENTIAL RESPONSIBILITIES

INDIVIDUAL GIVING

1. Collaborate with the leadership team to design and execute a comprehensive fundraising plan for the coming year or quarter focused on generating revenue, encouraging participation and boosting community involvement.

2. Design and execute a comprehensive, year-round stewardship plan that ensures individual donors feel seen and appreciated, and remain satisfied that their gift is being used to support the mission of the organization or specific campaign goal; monitor stewardship activities performed by other team members to ensure timely completion.
3. Execute a timely gift acknowledgment process that places an emphasis on thanking donors while complying with IRS regulations; process donations, generate acknowledgement letters and receipts.
4. Communicate as needed with major donors via email, telephone, and in writing.
5. Identify and research donor prospects including their financial capacity, ability to give, willingness to give, charitable interests, and connection to the organization.
6. Initiate conversations with donor prospects and respond to requests for information about the organization.
7. Set up and organize prospect meetings for the Executive Director or board members (as appropriate)
8. Utilize moves management methodologies to bring in donors, establish relationships, and renew/increase gifts.

CORPORATE AND FOUNDATION RELATIONS

9. Conduct grant and sponsorship research and assist with the creation of proposals and budgets.
10. Assist with the tracking of grant funds and reporting as needed.
11. Develop sponsor collateral as needed.
12. Fulfill sponsorship recognition and benefits, including communications such as social media and press releases, collateral like signage, website updates, etc.
13. Complete matching gift forms and online confirmation processes
14. Investigate and implement opportunities to increase matching gifts.

EVENTS

15. Assist with planning and executing of fundraising & cultivation events.
16. Record and track event data and constituent information, including budget information.
17. Coordinate drive cause marketing campaigns and oversee donor appreciation/cultivation events.

OPERATIONS, INFRASTRUCTURE, AND OTHER DUTIES

18. Manage data entry and development of donor database (Little Green Light), and email marketing distribution (Constant Contact); create and maintains high quality constituent and donor records.
19. Contribute to compelling, accurate content on website and social media.
 - a. Liaise with program staff to deliver regular content to Social Media Coordinator
 - b. Ensure all donation information and links remain current/working on website.
20. Develop and maintain donor-related policies including donor privacy, gift acceptance, and donor bill of rights.
21. Analyze the impacts of fundraising and stewardship activities and adjust as needed to improve results.
22. Report on development activities as needed.
23. Liaise with bookkeeper/accountant to ensure accurate reporting of contributed revenue and IRS-required donor information.
24. Direct projects and assignments for interns and volunteers assigned to development.

SKILLS & QUALIFICATIONS

- Strong desire to create a positive relationship with all donors and prospects.
- Interest and desire to improve development skills to be an impactful development professional.

- Demonstrated analytical skills to initiate and perform analyses and organize information to identify patterns, tendencies, and relationships among individuals, corporations and foundations.
- Demonstrated ability to work independently, and manage multiple, diverse and competing priorities while meeting deadlines.
- Demonstrated ability to work with cross-functional teams in a positive manner to achieve organizational and individual goals.
- Excellent verbal and written communication
- Knowledge and experience with data entry systems, databases, and reporting; ability to download and export/import information between systems.
- Strong computer skills including proficiency with Microsoft Office, Little Green Light, Canva and Google Suite
- Knowledge and experience with social media tools: Facebook, Instagram, Twitter
- Strong preference and ability to work within a team environment balanced with the ability to work with minimal supervision.
- Excellent oral, written, and interpersonal communication skills.
- Possess team-oriented leadership skills.
- Can accept constructive feedback and willingness to adapt behavior.
- Strong attention to detail; ability to perform duties with a high level of accuracy and meet deadlines.
- Self-starter with ability to think outside the box, dynamically and with a strategic mindset.
- Ability to work in a fast-paced environment with changing priorities.
- Experience working with people from diverse backgrounds and communities.
- Must be comfortable working around dogs & cats.
- Ability to operate standard office equipment including phones and printers.
- Must have reliable transportation.
- Ability and willing to learn and execute all staff responsibilities and pitch in where needed.
- Ability to maintain an upbeat, positive attitude and demonstrate a good sense of humor.

WORKING CONDITIONS

Due to the nature of the organization's environment the employee will encounter people who struggle with mental health and addiction issues; disabilities; and severe economic hardship. They will also encounter companion animals with severe behavioral issues, and zoonotic diseases. Additionally, duties are performed both inside and outside throughout the year and the employee will be exposed to both cold and hot temperatures.

The Development Coordinator must be able to perform essential job functions, with or without reasonable accommodation, as provided for in the Americans with Disabilities Act.

HOUR OF WORK

40 hours per week, with overtime expected during peak periods; this position will require some travel and work outside normal business hours to accomplish goals.

COMPENSATION & BENEFITS

Compensation is commensurate with experience. The salary range for this position is: \$40-\$45 commensurate with experience.

Benefits are available according to the employee handbook in effect at the time of hiring. Generally speaking, full-time salaried employees are eligible for paid benefits, including but not limited to, health insurance benefits and

generous paid time off (including an additional two weeks during the calendar year), and any benefits provided for by law.

Employment with Neighborhood Pets is employment at-will. Employment may be terminated with or without cause at any time, at the option of the Development Coordinator or Executive Director for any reason not prohibited by law.

ORGANIZATIONAL DESCRIPTION

Neighborhood Pets is a community-based nonprofit organization located in the Slavic Village neighborhood of Cleveland. Support services are available to any Cleveland or East Cleveland residents experiencing financial hardship. Neighborhood Pets has become a trusted resource for Cleveland-area pet owners. The positive relationships we have established with our community help to keep pets in their homes.

Lack of access to affordable pet care resources is a social justice issue. We believe all pet owners, regardless of income level, should have access to affordable resources to care for and keep their pet(s). Pet owners experiencing financial difficulties have traditionally experienced an overall lack of access to pet care resources. The lower cost resources that are available are many times difficult to access and navigate once identified.

Through its Slavic Village resource center, Neighborhood Pets has been meeting the needs of area pet owners since 2016. Open three days per week to the public, with plans to increase this capacity, pet owners visit the resource center to access services, get questions answered, and get referrals to other resources.

Our work is grounded in the values of love, equity, commitment, compassion, and integrity.

For more information on the full range of Neighborhood Pets' programs and services, visit the website at www.neighborhoodpetscle.org.

TO SUBMIT

Send resume, cover letter, and three references to director@neighborhoodpetscle.org.

Neighborhood Pets is an Equal Opportunity Employer and is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Neighborhood Pets are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Neighborhood Pets will not tolerate discrimination or harassment based on any of these characteristics.