

HIMALAYAN CATARACT PROJECT

TITLE: Development Coordinator

REPORTS TO: Director of Development

LOCATION: Waterbury, VT

ORGANIZATIONAL PROFILE:

The Himalayan Cataract Project (HCP) works to cure needless blindness with high quality, cost effective eye care in underserved areas of the world. Thirty-six million people are blind worldwide, yet 80% of this burden is treatable or preventable. Cataract is the largest cause of blindness, affecting 17 million people worldwide, who could be cured with a 10-minute, \$25 surgery. HCP is keenly focused on enduring solutions to avoidable blindness for under-resourced people and communities, not only providing critical care but strengthening local capacity to provide high-quality eye care to the underserved. HCP has offices in Vermont and in the Washington, DC metro area, with programs in 7 countries on 2 different continents and an estimated 75 implementing partners.

Himalayan Cataract Project is expanding its team to meet new challenges, scale its work, and broaden its reach. We are seeking individuals with an aptitude for operating in growth environments with interest and/or experience in scaling systems.

SCOPE OF WORK:

The Development Coordinator is a key member of the HCP Development team and works closely with Development staff as well as the leadership and donors to HCP. S/he is responsible for helping to ensure the success and smooth operation of a wide range of development operations, functions and programs. This includes supporting the administration of the new donor program, direct mail program, and online fundraising initiatives. It also includes the management and administration of gift acknowledgements and donor relations initiatives, supply ordering, replying to donor inquiries and requests, and assisting Development Systems Manager with systems and database management and maintenance and prospect screening and research systems. The Development Coordinator may be assigned as needed to assist HCP leadership with fundraising activities, and to projects in support of the fundraising team. Strong customer service and organizational skills are essential to this position.

ESSENTIAL JOB FUNCTIONS:

Under the general supervision of the Director of Development, the Development Coordinator supports the general operational and fundraising activities of Himalayan Cataract Project's Development Office with the following responsibilities:

General Duties

- Support the general administrative and project-based activity of the Development Office.
- Manage and administer the annual Development calendar, and ensure that the Development team and Leadership meet identified deadlines.
- Liaise with other departments, co-workers and Leadership to set meetings and logistics.
- Respond to donor inquiries made via HCP's general email box and info line phone calls, and manage requests for books and tribute cards.

- Collect and process mail, make bank deposits, and assemble credit card receipts.
- Provide Raiser's Edge support to all Development staff, and serve as the database backstop for the Development Systems Manager.
- Responsible for data integrity and cleanup in Raiser's Edge, including updating addresses for returned mail, duplicate records, and other relevant donor information.

Development Administration & Operations

- Support the Development Systems Manager with Raiser's Edge administration, gift entry and portfolio management.
- Process and record gifts received through various online portals including HCP's website, employer matching giving programs, and other third party platforms (GoFundMe, Global Giving, Facebook, etc).
- Assist with the production of timely donor acknowledgement letters, ensuring donor-centric personalization.
- Manage weekly gift acknowledgement letter process - delivering letters to appropriate portfolio managers; scanning; mailing; and entering letters into NXT.
- Liaise with other departments to collect relevant communications, grants and reports for database files.
- Record relevant communications in donor records, including email communications and scanned reports and documents generated by Development and other department staff.
- Update donor addresses, emails, and biographical information in database files.
- Maintain Development procedures and trainings, adhering to Raiser's Edge best practices.

Portfolio Management & Donor Stewardship

- Manage the implementation of the New Donors Program.
- Assist in stewardship of individual donors and researching new and prospective donors
- Manage stewardship mailings (e.g. Tribute card, Gratitude card, requests for books)
- Assist with moves management plan and qualified donors process.
- Keep track of donors' comments on HCP's work.

Fundraising Appeals Management

- Manage the appeals process, ensuring both on-line and direct mail campaigns are carried out as planned, on schedule and staff is attending to all needs of the campaign and outreach expectations.
 - Coordinate with Communications Manager on online campaigns.
 - Create and manage platforms for on-line campaigns.
 - Manage mailing processes, including creation of mail merge letters, reply forms and envelopes for direct mail solicitations.
 - Assists with in-house mailings, including coordinating letter personalization, and folding, inserting and delivering mailings to the post office.
 - Managing print jobs; liaise with printer.
- Assist with donor/prospect screening databases.
- Assist with the management of prospect data for mailings and assists with donor/prospect screening databases.

Other Responsibilities

All employees are expected to work as a team and to contribute to any activity that will promote the success of the organization.

QUALIFICATIONS:

The ideal candidate will have the following skills:

- Bachelor's Degree or an equivalent combination of education and experience which provides proficiency in the areas of responsibility listed above.
- Two to three years of relevant work experience preferably using donor software such as Raiser's Edge. Computer skills in Microsoft Word and Excel are required.
- Demonstrable commitment to the highest standard of ethical and professional conduct in accordance with the Association of Fundraising Professionals Code of Ethical Principles and Standards.
- Experience working with a non-profit organization, preferably in Fundraising capacity. Donor database management & Raiser's Edge experience a plus.
- Strong organizational skills, work ethic and ability to shift gears quickly.
- Excellent communication skills and a commitment to work in a team environment; must be able to interact with the public in a professional and courteous manner.
- Ability to manage and complete multiple projects, meet frequent deadlines, establish and act upon organizational priorities.
- Diplomacy skills: the ability to successfully manage donor relationships and build effective relationships with colleagues at all levels.
- Ability to solve problems, make decisions and handle many tasks in a fast-paced, complex environment, working both independently and as a team member.
- Strong quality control skills.

Personal characteristics

- Outgoing and unflappable.
- Persistent and able to see projects through to successful completion
- Team player willing to jump in as required
- Meticulous attention to detail.
- Professional demeanor while handling sensitive and confidential matters.
- Capacity not only to learn but to simplify and redesign the flow of information required for a vital, thriving, growing development enterprise
- Flexibility to shift attention on a moment's notice to a new request and gain clarity about its priority in relationship to the entire workload.

Salary commensurate with experience; generous benefits.

WORKING WITH HCP:

Himalayan Cataract Project is a high-energy and fast-paced organization. We work to change eye care in the developing world with a firm commitment to eradicating unnecessary blindness and reaching the unreachable patient. We are a small team where everyone plays an important role and has an impact. We hire individuals who are professional, collaborative and creative thinkers with a passion for our mission.

To Apply

We invite qualified candidates to submit a resume and cover letter. Please send materials via email to: jobs@cureblindness.org

Himalayan Cataract Project considers all applicants on the basis of merit without regard to race, sex, color, national origin, religion, sexual orientation, age, marital status, veteran status or disability.