



In Consultative Status with the United Nations ECOSOC

## POSITION DESCRIPTION

<b>JOB TITLE:</b>	Annual Giving Coordinator	<b>DEPARTMENT:</b>	Development
<b>REPORTING:</b>	Development Director	<b>COST CENTER:</b>	
<b>LOCATION:</b>	Corporate Office, Little Canada	<b>DATE UPDATED:</b>	June 2021

**ORGANIZATION SUMMARY:** Founded in 1984, Global Volunteers is an international human and economic development nonprofit organization. We focus on improving the lives of women and children in developing communities through the engagement of short-term volunteers. Oprah Winfrey said Global Volunteers provides “*people with an opportunity to make a difference in the lives of children around the globe,*” and USA Today calls Global Volunteers the “*Granddaddy of the volunteer vacation movement.*”

Our goal is to create, nurture and sustain the well-being of the world’s children and their community, that they might realize the full promise of their human potential. As a private, non-profit, non-sectarian organization in consultative status with the United Nations, Global Volunteers has engaged more than 37,000 short-term volunteers in service to children and communities.

If you want to make a genuine difference in our world, consider becoming a part of our team. Help us change the face of the planet!

**GENERAL RESPONSIBILITIES:** The Annual Giving Coordinator (AGC) is instrumental in activating Annual Giving strategies that bring individual donors closer to Global Volunteers’ mission to help children reach their full potential. The Annual Giving Coordinator is responsible for increasing current donor and new donor giving and creating a pipeline for major gifts.

The Annual Giving Coordinator, working under the management of the Director of Development, is responsible for supporting efforts to identify, qualify, cultivate, solicit, and steward segments of low-to-mid level donors with a goal of increasing annual support to Global Volunteers. This position will conduct discovery outreach to new prospects and recapture lapsed donors, with a goal of ensuring retention and upgrading donors. This position works closely with the Marketing and International Operations teams to engage volunteers and donors post service programs.

### Essential Duties and Responsibilities

- Manage portfolio of low to mid-level donors through segmented multichannel outreach, including email, phone, social media, and video.
- Develop, in conjunction with the Director of Development, the Annual Giving Solicitation plan each year, and report on the progress of that plan.
- Coordinate elements of the annual giving program including mailing lists, drafting solicitation letters, monitoring online giving process, emailing solicitations, and analyzing data and segments.
- Develop strategy for recurring donor program.
- Make donor calls and solicit gifts for quarterly appeals, post-service program follow-up, and special projects when appropriate.

- Develop digital email series for recurring donors: renewals, at-risk, and welcome/updates.
- Support initiatives to activate pipeline of individuals from volunteers to donors.
- Manage accurate gift entry and donor data in Salesforce.
- Responsible for gift acknowledgment process
- Additional responsibilities may be assigned based on the changing needs of the organization and the successful candidate's interests, aptitude, and experience.

## **Work Experience and Qualification Requirements**

### Core Requirements

- Passion for making a difference in the world, especially for vulnerable children in developing communities
- Bachelor's degree with two to four years successful experience in fundraising or comparable sales experience.
- Self-motivated, results-oriented, and goal-focused.
- Desire and ability to communicate with prospective donors in person and via telephone.
- Highly refined written, oral, and public speaking communications skills.
- Ability to understand the needs and interests of donors in order to develop relationships.
- Strong project management and analytical skills.
- Capacity and preference to work independently as well as collaboratively when required.
- Experience with multi-channel fundraising, including direct mail, tele funding, and email.
- Demonstrated ability to execute deadline dependent projects on time.
- Demonstrated organizational skills, ability to prioritize, and work under pressure.
- Strong attention to detail.
- Ability to learn donor database software.
- Experience working in a nonprofit organization preferred.
- International travel, study, and/or work a plus.

### Organization Qualification Requirements

- Ability to clearly represent and present the goal, mission, and vision of Global Volunteers.
- Ability to work independently and proactively while keeping manager apprised of issues, opportunities, and progress.
- Ability to work collaboratively and effectively with colleagues in multiple departments.
- High degree of integrity, ethical decision making, and commitment to maintaining confidentiality.
- Requires both domestic and international travel.

### Required Education and Experience:

- Professional certifications, coursework, or relevant professional experience.
- Two to four years' experience in fundraising/annual fund work.
- Experience managing or supporting a direct mail program.

**Type of position:** Full time exempt

**Salary Range:** \$38K-\$45K /year based on experience

**Benefits:** Health and Dental Insurance, Paid Time Off, International Travel

**Deadline:** Open until filled

Please send cover letter and resume to Maya Witte at [mwitte@globalvolunteers.org](mailto:mwitte@globalvolunteers.org)