



# THE BASILICA OF SAINT MARY

## Position Description: Donor Stewardship Coordinator

**Date:** January 2, 2024

**Employee Name:**

**Department:** Mission Advancement

**Supervisor:** Managing Director, Mission Advancement – Terri Ashmore

**Status:** Full time – Exempt

**Schedule:** 40 hours per week, occasional evenings / weekends

### **Purpose of Position**

Support the vision, mission, and values of The Basilica of Saint Mary and The Basilica Landmark by managing customer service and donor stewardship. Plan and implement ongoing donor cultivation and stewardship to increase future philanthropy and serve as the primary donor contact for transactions.

### **Scope of Position**

- Reports to the Director of Major and Annual Giving who makes work assignments and conducts performance reviews.
- Recruits and supervises development volunteers supporting stewardship and cultivation activities.

### **POSITION QUALIFICATIONS**

#### **Knowledge Skills and Abilities**

- Bachelor's degree and at least five years of experience working in customer service, fundraising, donor relations, client relations, or philanthropy (or a combination of equivalent experience).
- Outstanding written and oral communication skills
- Strong analytic, interpersonal, and networking skills.
- Demonstrated ability to work collaboratively with staff and with volunteers.
- Strong computer skills, including direct experience with database management, preferably Blackbaud Raiser's Edge or comparable CRM, and Microsoft Office suite.
- Knowledge and appreciation of the Catholic faith a plus.

#### **Physical Demands**

- Work 40 or more hours per week when needed.
- Must be able to stand for extended periods.
- Able to walk up and down stairs.

#### **Mental Demands**

- Ability to think strategically.

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- Ability to work independently with minimal supervision and accomplish tasks within appropriate deadlines
- Possesses good people and listening skills
- Ability to work as an integral part of a team.
- Respects and values a diverse culture.
- Works well with others and has a positive and helpful attitude, especially in times of high intensity.
- Ability to maintain confidentiality

## **PRIMARY FUNCTIONS AND MAJOR ACTIVITIES**

### **Create proactive outreach and strategic ongoing engagement activities for donors.**

- Design and implement an annual plan including stewardship calls, handwritten notes, in-person events and meetings, and supporting digital campaigns to cultivate and deepen relationships with donors.
- Identify donors who express affinity and capacity, and support further engagement. Work with Gift Officers to create strategies to deepen relationships and giving.
- Manage an intentional communications plans for donors.
  - Create personalized communications strategies for leadership and major gift prospects and donors, and define coding to remove them from general solicitations and communications.
  - Create a communications and recognition plan for loyal multi-year donors.

### **Serve as primary customer service contact for donors to ensure high quality and personal interactions.**

- Maintain accurate and thorough notes of significant donor interactions in the Raiser's Edge NXT database.
- Maintain and manage the Luminate MyBasilica donor portal including password resets and organizational n messaging.

### **Serve as manager of donor customer service processes.**

- Manage and direct the donor services workflow, and create effective donor service procedures and standards.
- Maintain and manage clear and accurate donor services operations documents and procedures following best practice guidelines and standards and train co-workers on donor services procedures.
- Assist with setting best practice standards for managing data, and communicating protocols to staff for the purposes of maintaining a robust and accurate donor data database.

### **Coordinate with colleagues and participate in team and Basilica of Saint Mary staff activities.**

- Maintain gift administration policies and reports in coordination with development team, accounting and finance colleagues
- Meet weekly with the Director of Major and Annual Giving, and provide a summary of plans and progress
- Participate in development team meetings and regular major gift meetings

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- Participate in all-staff meetings, gatherings and trainings
- As an “exempt” employee, be ready to work and complete all assigned responsibilities and accept additional responsibilities identified by your supervisor.

**Designation of Essential Functions**

Employment in and by the Church is substantially different from secular employment.

Church employees/volunteers must conduct themselves in a manner which is consistent with and supportive of the mission and purpose of the Church. This position **does not** require that the employee/volunteer be a Catholic. However, as a parish community rooted in the teachings of the Catholic Church, employees/volunteers are expected to be knowledgeable of core tenets and respectful of the mission, purpose, and teachings of the Catholic faith.

Employee: I have reviewed this job description and agree it is an accurate representation of the responsibilities of my job. I understand that as an organization’s needs change, my job description will change.

Signature of  
Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor: I have reviewed this job description and agree that it is an accurate representation of responsibilities performed in this job.

Signature of  
Supervisor \_\_\_\_\_ Date \_\_\_\_\_