

Roanoke Cultural Endowment

Roanoke Cultural Endowment is seeking a full-time Office Coordinator. The full job description and position requirements are outlined below.

Candidates should submit a resume with cover letter to Shaleen Powell, Executive Director, Roanoke Cultural Endowment, PO Box 22, Roanoke, VA 24002 or shaleen@roanokeculturalendowment.org

No phone calls, please.

Title: Office Coordinator, Full-time position

Reports to: Executive Director

Position Summary

The Office Coordinator will provide core support to the Executive Director. This position will play an integral role in the growth, maintenance, stewardship and cultivation of the Roanoke Cultural Endowment's donors through database management, mailings, planning and managing donor events, and assisting in continued relationship building. Additionally, the Office Coordinator will ensure the timely and efficient operation of office administrative duties and assist in the organization's various program areas as needed for the Roanoke Cultural Endowment to carry out its mission.

Operations Support:

- Will be the primary contact for telephone and reception duties
- Order office supplies as needed
- Serve as a key resource for Kindful (a customer relationship management database) and become proficient at all aspects of the CRM database, including but not limited to: data entry and report generation, with the ability to manipulate data and create reports and mailing lists, and maintain communication records as needed with donors
- Assist with the production of the Endowment's publications
- Collect, sort and distribute incoming mail daily
- Handle gift processing including but not limited to:
 - Entering gift data and maintaining organized electronic and hard-copy files
 - Researching and communicating, both externally and internally, about pending gifts
 - Sending gift acknowledgement letters within 48 hours
- Maintain records relating to gifts and pledges on master excel documents, noting deposit and transfer dates/amounts.
- Collect monthly reconciliation documents and deliver timely to accountant each month
- Provide end of month funds transfer report to director (operating account to restricted account)
- Pay vendors and gather required signatures on checks.

- Assist in preparing board meeting materials
 - Handle meeting communications and invitations
 - Prepare meeting minutes and maintain electronic copies
 - Attend meetings and take minutes
- Other related duties as assigned

Fundraising and Donor Stewardship:

- Schedule appointments for board of directors and executive director to meet with prospects, donors and various stakeholders
- Work with Executive Director to build a culture of gratitude and ensure that donors are appreciated, informed, and engaged
- Assist with new donor welcome communications and other special donor-related communications including mailings, emails, and stewardship calls as needed.
- Update donor records in Kindful to track correspondence and engagement in Endowment initiatives and/or events
- Research individual, corporate and foundation prospects
- Review the newspaper daily for information on donors and notify the Executive Director of news and update the database as needed
- Manage social media accounts and work with director to plan content in advance
- Create and manage Mail Chimp/ Constant Contact email account, work with director to plan newsletter content in advance
- Work with Executive Director to plan and execute annual appeal mailings
- Draft various documents, letters as needed
- Assist in planning, implementing and evaluating fundraising events when needed
- Provide general administrative support as needed

Every staff member employed by the Endowment is expected to:

- Maintain confidentiality and use good judgment, discretion, decision-making and professional and ethical work standards within a fast-paced environment
- Maintain a positive, helpful attitude, sense of humor, and a commitment to service in all internal and external interactions
- Be able to prioritize and organize workloads to meet deadlines and balance work among multiple duties
- Work independently with minimal supervision as a member of a team
- Receive training and maintain a working knowledge of all office equipment and software
- Abide by all Endowment policies and expectations
- Attend occasional after-hours, evening or weekend events
- Minimal travel required
- Possess a valid driver's license, reliable personal transportation and current auto insurance.

Competencies

- Advanced Excel and database management skills and aptitude to learn new programs quickly

- Strong organizational skills that reflect the ability to streamline, perform and prioritize multiple time-sensitive tasks with a critical eye for detail
- Flexible and positive approach to problem-solving in a collaborative team environment and an ability to work collaboratively with multiple audiences
- Demonstrates interest in the nonprofit and/or philanthropic sector (preferred)

Experience and Education

- A Bachelor's degree (preferred)
- Relevant work experience in a nonprofit or for-profit organization (preferred)

Full-time salary, non-exempt position. Salary range \$30,000. On-site position, located in professional, downtown office.