



Development Coordinator

Job Title: Development Coordinator

Reports to: Director of Development

Job Status: Full time (40 hours/week)

Starting: October 2021

Deadline to Apply: September 6, 2021

About Generation Hope:

Generation Hope's mission is to ensure all student parents have the opportunities to succeed and experience economic mobility by engaging education and policy partners to drive systemic change and providing direct support to teen parents in college as well as their children through holistic, two-generation programming. To date we have provided more than \$800,000 in tuition assistance, supported almost 200 teen parents in college, celebrated more than 100 degrees earned through our program, and built relationships with 20+ two and four-year institutions around the National Capital Area as well as other institutions across the country. For more information, please visit:

www.generationhope.org.

We are one of the “best non-profits in the region.” Read below to learn why:

By joining our team, you will be working for an organization considered "one of the best nonprofits in the Washington, DC region for 2020-2021" by Catalogue of Philanthropy. Not only do we live out and operationalize our values, we have done the work to create a culture where you would want to work. The best part of our organization is the people, from the families we support to the team we have deliberately cultivated. We strive for excellence while understanding the most valuable asset we have is our people. At Generation Hope, we celebrate diversity in all of its forms, including thought, professional and lived experiences, race, gender - even taste in music. If this sounds like a mission and work environment you would like to contribute to and grow with, we welcome you to continue reading this position description and consider joining our team.

Job Description:

The Development Coordinator will support the Director of Development and be part of Generation Hope's growing Development and Communications Team. While the Development Coordinator will play a role in the success of all of Generation Hope's fundraising efforts, this person will focus primarily on development operations, individual giving, and special events. They will play an important role in ensuring that donors feel welcomed, informed, and engaged with Generation Hope. In addition to executing specific projects and ongoing tasks, the Development Coordinator will be encouraged to identify and implement new systems, processes, and initiatives that can improve or enhance the work of

the Development and Communications Team.

Responsibilities:

- Manage weekly thank you process, including:
 - Prepare and send thank you letters to donors
 - Prepare personalized thank-yous (both emails and handwritten cards) and other stewardship for the Director of Development and CEO
 - Send correspondence to welcome first time donors
- Ensure that data in Generation Hope's CRM is accurate and identify ways to streamline and improve processes related to the CRM, including:
 - Review weekly gift report to check that all entries are accurate and make needed updates to the CRM
 - Manage regular CRM data clean up processes
 - Support email marketing platform/CRM integration process
 - Pull reports and lists for newsletters, donor outreach, year-end appeal, annual report, and other projects as needed
 - Identify opportunities to segment and personalize outreach to donors and partners
 - Identify opportunities to enhance the use of our CRM to improve donor correspondence, tracking, and engagement
- Play critical role in Generation Hope's new major donor program, including:
 - Support "moves management" process and systems to ensure that donors receive timeline and personalized correspondence from Generation Hope
 - Support administrative needs and stewardship processes for major donor program
 - Conduct individual donor prospect research
- Enhance Generation Hope's monthly donor program:
 - Help to improve and expand the monthly giving program, and provide more cohesive and personalized stewardship opportunities for monthly donors
 - Identify opportunities to increase monthly donor sign ups and better engage this group of donors
 - Manage any credit card payment issues or other requests from monthly donors and reach out to donors when monthly credit card information has expired
 - Correspond with monthly donors, including inviting them to events and updating them about the impact of their support
- Support corporate match program:
 - Help individual donors process corporate matches as needed
 - Identify new opportunities to increase the number of individual donors who are unlocking corporate matches
- Assist with appeals:
 - Pull lists for year-end appeal and other fundraising appeals or invitations, and identify opportunities to segment and personalize lists
 - Manage process for rapid, personalized donor thank yous and internal reporting during appeals, including preparing thank yous for other staff and board members and sending some thank yous directly to donors
- Provide events support:
 - Identify 2-3 small fundraising event opportunities with local businesses each year and manage execution of those events

- Provide support for fundraising events, including registration, event logistics, sponsor benefits fulfillment, and event follow up
- Work with the Community Engagement Manager to support any smaller community events with a fundraising element

Qualifications and desired skills:

- Required:
 - Bachelor’s degree required, or equivalent combination of education and experience
 - At least 2 years of professional experience, ideally working in a development/fundraising department
 - Detail oriented - ability to get in the weeds of data, databases, and lists, and ensure accuracy and data integrity
 - Executer - balances efficiency, timeliness, and quality
 - Systems thinker - excited to think about how we can streamline and improve fundraising processes and systems
 - Interpersonal skills - Interest in engaging with staff, donors, board members, Scholars and their children, volunteers, and other partners
 - Can “zoom out” - ability to see the big picture, make connections, and spot trends
 - Motivated and proactive - excited to learn, be creative, and help take Generation Hope’s development operations and donor engagement to the next level
 - Tactful - Ability to express opinions confidently and with respect for others, and ability to exercise discretion with personal or sensitive information
 - Interest in Generation Hope - Desire to work in a small, highly entrepreneurial, and mission-driven organization; Commitment to Generation Hope’s values of Support, Acceptance, Family, Education, and Race Equity; and Passion for the mission and vision of Generation Hope
- Highly preferred:
 - Strong writing and editing skills
 - Experience with databases/CRMs, including data entry, reporting, and data cleanup
 - Experience with individual donor programs
 - Proficiency with Microsoft Excel

To apply, please complete the online application here. We suggest using Google Chrome or Internet Explorer as your browser. Please do not call.

https://Generation_Hope.formstack.com/forms/apply_now

Generation Hope is an equal opportunity employer. Generation Hope will not discriminate on any basis prohibited by law, including marital status, personal appearance, sexual orientation, gender identity or expression, family responsibility, matriculation, political affiliation, race, color, religion, sex (including pregnancy, childbirth, related medical conditions, breastfeeding, or reproductive health decisions), age, national origin, genetic information, veteran status, and disability.