



Job Title: Donor Relations and Database Specialist
Reports to: Director of Development
Education requirement: Bachelor's Degree preferred
Experience Required: Minimum 1 year of full-time related work experience
Position is: Non-Exempt, Hourly, **Full Time, 40 hours a week**

The Opportunity:

The Donor Relations and Database Specialist position supports Pathways of Hope's mission to end hunger and homelessness in North Orange County. This position is responsible for helping the Pathways Development Department acquire and maintain the funds, relationships, volunteers, and supplies necessary to operate critical programs and services for our community's most vulnerable residents. The Donor Relations and Database Specialist works with a small but strong, diverse group of individuals committed to working together to provide access to food, shelter, and housing resources in the north region of Orange County.

The Agency:

Since 1975, Pathways of Hope has been working to end the dual plights of hunger and homelessness in North Orange County. We have multiple housing sites and programming models that intersect at working to end hunger and homelessness across the greater North Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

The Candidate:

All Pathways of Hope employees must embrace a culture of teamwork, collective success and support in assisting the agency in achieving its mission and vision.

The ideal candidate will possess a strong work ethic, attention to detail, excellent organizational skills, exceptional communication skills, a track record of successful problem-solving, the ability to work independently, and an understanding of homelessness in Orange County.

Salary Range and Benefits:

The salary range for this position is \$20.00 - \$22.00 per hour DOE. Benefits available include medical, dental, vision, life insurance, paid vacation, paid sick time, paid holidays, and a 403b retirement plan option, and mileage reimbursement for work-related activities. As part of its cultural values, Pathways of Hope respects and values work/life balance.

Job Summary:

The Donor Relations and Database Specialist provides administrative and organizational support to the Development Department. This position manages the agency's donor database and online charity profiles, oversees the collection of in-kind donations, supports events, and assists with a variety of other development tasks and projects. This position coordinates between Pathways staff members, donors and volunteers, event attendees, vendors and venues, and agency partners to host events, raise funds, make networking connections, and obtain the resources necessary to operate the agency's programs and services.

Essential Duties and Responsibilities:

The Donor Relations and Database Specialist manages the following:

- **Donor Database, RENXT (Blackbaud)**
 - Responsible for overseeing the input of all data into RENXT, processing transactions, running reports, creating mailings, pursuing and maintaining quality data, and generating all Thank You letters for donors and volunteers.
- **Online Charity Profiles**
 - Responsible for regularly updating various online charity profiles, including Charity Navigator, GiveGab, and Guidestar.
- **In Kind Donations**
 - Responsible for coordinating between donors and Pathways staff members (e.g., Operations, Facilities) to receive donations of goods, including but not limited to household supplies, toys, and non-perishable food items.
 - Generates thank you letters for all In-Kind donors.
- **The collection of physical media publications/marketing**
 - Responsible for maintaining a collection of all marketing and communications materials generated by Pathways including direct mail, event programs, etc.
 - Responsible for maintaining a collection of all digital, print, and radio media featuring Pathways of Hope

The Donor Relations and Database Specialist assists with the following:

- **Events**
 - Coordinates with venues and volunteers, contacts attendees and sponsors, researches and orders supplies, tracks finances and all other relevant data
- **Direct Mail**
 - Supports the Director of Development with the preparation, production, and distribution of newsletters, appeal letters, invitations, and special mailings
 - Coordinates with volunteers, purchases stamps, delivers order to post office.
- **Electronic communications**
 - Proofreads and assists with creating and updating electronic communications (e.g., Constant Contact, WordPress)
- **Social Media**
 - Assists with the collection of content, including photos and stories
- **Capital Campaigns**
 - Provides support for all capital campaigns for new buildings and program expansion
- **Volunteer Coordination**
 - Supports the Volunteer Coordinator, including assisting with the Volunteer Luncheon and other volunteer projects

Contacts and Relationships:

This position reports to the Director of Development and interacts with all members of the Pathways staff, as well as donors, volunteers, prospective supporters, agency partners, and clients receiving our services. The Donor Relations and Database Specialist helps maintain relations within and across departments with respect to events, communications, marketing, fundraising, and other information relevant to the Development Department.

Qualifications and Guidelines:

Seeking proficiency in

- Raiser's Edge, similar donor database, or comparable data management tool
- Microsoft Word, Excel, and Outlook

Seeking exceptional

- Customer service/public relations skills
- Written and oral communication skills
- Attention to detail and organization skills
- Ability to manage multiple projects and deadlines

Seeking ability to

- Plan, organize and prioritize duties
- Communicate effectively over telephone and clearly communicate information and instructions verbally and in written form

- Establish and maintain effective working relationships with colleagues, volunteers, partners, clients, any other stakeholders
- Work flexible schedule including possible occasional nights and weekends
- Follow oral and written instructions accurately
- Speak effectively before small groups
- Troubleshoot and resolve software and hardware problems

Miscellaneous:

- Participation in networking functions, community meetings, and other meetings as assigned by supervisor
- Assist with program activities when necessary
- Attend staff meetings and trainings as needed/scheduled
- Enhance job performance by applying up-to-date professional knowledge gained by attending seminars, conferences, webinars, trainings, etc.
- Perform ad hoc projects as assigned by supervisor
- Physical Tasks and working conditions include ability to lift up to 30 lbs
- Maintain valid California Driver License and State-mandated auto insurance

Physical Job Requirements:

- Sits for extended periods of time at a computer station or work desk. Stands and walks throughout the day.
- Uses hands and fingers to operate computer and office equipment for up to 8 hours each day.
- Requires clear vision at 20 inches or less with or without corrective lenses and vision sufficient to use office equipment.
- Hearing and speech within normal ranges and sufficient for clear communication, face-to-face and over the telephone.
- Lifts up to 15 pounds regularly and up to 30 pounds occasionally.
- Exposed to typical office environment conditions and noise levels.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.

Send cover letter and resume to:

Mychael Blinde, Director of Development at mblinde@pohoc.org