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[careers@hopecancerresources.org](mailto:careers@hopecancerresources.org)

## **JOB DESCRIPTION**

**Job Title: Donor Relations Coordinator**

**Responsible to: Vice President of Development & Marketing**

**Job Classification: Full Time/Non-Exempt**

### **JOB SUMMARY**

The Donor Relations Coordinator plays a critical role in advancing Hope Cancer Resources' mission by ensuring exceptional donor stewardship, accurate gift processing, and strong operational support for the Development Department. This position manages donor data and reporting in the donor CRM system, oversees gift entry and acknowledgements, supports departmental budgeting, coordinates third-party fundraising events, assists with signature events, and with volunteer engagement. The ideal candidate is highly organized, detail-oriented, donor-centered, and experienced in nonprofit development operations.

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### **KEY RESPONSIBILITIES**

#### **Donor Relations, Stewardship & Gift**

##### **Management**

- Provide direct administrative and operational support to the Development Department, including gift entry, reporting, and maintenance of standard operating procedures related to gift processing.
- Oversee timely, accurate, and meaningful donor acknowledgements and receipts for all gifts received.
- Assist with the development and implementation of a comprehensive donor stewardship plan, ensuring donors feel valued and informed.
- Maintain the integrity, accuracy, and confidentiality of donor records in the CRM (Bloomerang) including donor profiles, gifts, pledges, and reports.

##### **Database Management & Reporting**

- Serve as a primary administrator of Bloomerang, ensuring consistent data entry, data integrity, and effective use of the system.
- Design and generate reports, lists, and exports to support fundraising, stewardship, and departmental needs.
- Reconcile gift records with Finance on a monthly basis and assist with documentation as needed.



### **Development Operations & Budget Support**

- Assist with budget management for the Development Department, including tracking expenses, organizing documentation, and supporting reconciliation in coordination with leadership.
- Maintain organized records related to development activities, events, stewardship efforts, and third-party fundraising.

### **Third-Party Fundraising, Events & Community Engagement**

- Support and coordinate third-party fundraising opportunities.
- Assist with planning and implementation of Hope Cancer Resources fundraising events and programs, including logistics, supplies, and follow-up.
- Participate in community networking opportunities and events as appropriate, sharing the mission of Hope Cancer Resources.

### **Volunteer Support**

- Assist with volunteer coordination related to development and fundraising initiatives, including communication, scheduling, and follow up.

### **Additional Responsibilities**

- Respond to inquiries requiring knowledge of Development Department activities, policies, and programs.
- Perform other duties as assigned by the Vice President of Development & Marketing.

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### **EDUCATION & EXPERIENCE**

- Bachelor's degree or equivalent nonprofit experience preferred.
- Minimum of 2 years of experience in donor relations, development operations, or nonprofit fundraising.
- Demonstrated experience using a donor CRM system (Bloomerang strongly preferred).
- Strong attention to detail with excellent organizational and time management skills.



## **SKILLS AND ABILITIES**

- Exceptional organization and attention to detail; ability to manage multiple priorities and deadlines.
- Strong understanding of systems, processes, and reporting.
- Donor-centered approach with a commitment to excellent stewardship and service.
- Ability to work independently while also collaborating effectively as part of a team.
- Professionalism, integrity, and discretion when handling confidential information.
- Comfortable interacting with a diverse group of donors, volunteers, and community partners.
- Initiative, adaptability, and willingness to support a variety of development activities as needed.

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## **WORK ENVIRONMENT**

As part of the Development team, all staff share responsibility for meeting annual fundraising and departmental goals. This position has access to confidential donor and financial information, which must be handled appropriately. The role requires frequent computer and telephone use, sitting, standing, and occasional lifting. Evening and weekend work may be required during special events, campaigns, or peak fundraising periods.