



POSITION TITLE: Donor Database & Administrative Coordinator

POSITION SUMMARY: The Donor Database & Administrative Coordinator supports the Heritage Humane Society's fundraising, donor stewardship, financial-recording, and administrative functions. This position is responsible for accurately processing and acknowledging charitable contributions, maintaining complete donor records, coordinating recurring and specialized gifts, managing several donor-recognition programs, and providing administrative support to the Executive team.

The successful candidate will be highly organized, detail-oriented, comfortable working with financial and confidential information, and committed to providing donors and community partners with timely, thoughtful, and professional service.

SUPERVISOR: *Senior Director of Finance and Administration*

DIRECT REPORTS: *None*

CLASSIFICATION: *Full-Time*

FLSA STATUS: *Non-Exempt*

RATE OF PAY: *\$21.00 - \$24.00 per hour*

Make decisions for the pets in our care based on the Five Freedoms of Animal Welfare.

Freedom from Hunger and Thirst

By ready access to fresh water and diet to maintain health and vigor.

Freedom from Discomfort

By providing an appropriate environment including shelter and a comfortable resting area.

Freedom from Pain, Injury or Disease

By prevention or rapid diagnosis and treatment.

Freedom to Express Normal Behavior

By providing sufficient space, proper facilities and company of the animal's own kind.

Freedom from Fear and Distress

By ensuring conditions and treatment which avoid mental suffering.

KEY RESPONSIBILITIES:

DONOR DATABASE AND GIFT PROCESSING

- Enter and process incoming donations accurately and promptly in the organization's constituent relationship management database.
- Assign donations to the appropriate funds, campaigns, appeals, and accounting categories in accordance with the organization's chart of accounts and established procedures.
- Maintain accurate and complete donor records, including contact information, giving history, communication preferences, and relevant donor notes.

- Scan and attach supporting documents to donor records, including obituaries, foundation impact reports, donor correspondence, personal notes, and other relevant materials.
- Process qualified charitable distributions, donor-advised fund gifts, grants, pledges, matching gifts, and other specialized contributions.
- Prepare and issue the appropriate acknowledgment documentation for each type of contribution.
- Enter and acknowledge in-kind donations and provide receipts or documentation consistent with organizational and IRS guidelines.
- Maintain discretion and confidentiality when handling donor, financial, employee, and organizational information.

DONOR ACKNOWLEDGMENT AND STEWARDSHIP

- Produce and mail or email donor acknowledgment letters at least twice weekly using the appropriate letter templates for each donation type.
- Prepare and send tribute notification cards for memorial and honorary gifts and follow up as needed.
- Send welcome letters to new monthly donors and provide a positive introduction to the organization's mission and programs.
- Monitor monthly recurring donations to confirm that gifts are processing properly.
- Contact donors promptly and professionally when a recurring payment method is declined or is no longer valid.
- Support donor stewardship efforts by maintaining accurate records of correspondence, recognition, and other meaningful donor touchpoints.
- Coordinate the annual year-end consolidated tax acknowledgment letter process.
- Generate donor and mailing lists from the database for annual appeals, publications, events, stewardship activities, and other organizational needs.

SPONSORSHIPS, EVENTS, AND DONOR RECOGNITION

- Maintain accurate records of sponsorship commitments, payment schedules, invoices, benefits, and outstanding balances.
- Prepare and send sponsorship invoices when requested and provide status updates to appropriate staff members.
- Track incoming raffle, auction, and event prize donations, including donor information, item descriptions, estimated values, acknowledgment status, and event designation.
- Maintain records of animals whose adoption fees have been sponsored by businesses or community members. Notify sponsors when their sponsored pet has been adopted and prepare an invoice when applicable.
- Assist with donor and sponsor recognition by providing accurate names, gift information, and reports to staff members responsible for publications, events, signage, and communications.

HERITAGE HUMANE SOCIETY BRICK PROGRAM

- Oversee the Heritage Humane Society commemorative brick program.
- Receive and review brick order forms and confirm that donor information, inscription language, and payment details are complete.
- Enter brick gifts and related information into the donor database.
- Compile new orders and submit them to the designated brick vendor on a monthly basis.
- Review order details for accuracy and coordinate corrections when necessary.
- Notify donors when their bricks have arrived and have been installed in the tribute garden.
- Coordinate complimentary bricks for donors who meet established recognition criteria.
- Contact family members, or other appropriate representatives to obtain preferred inscription for memorial bricks.
- Maintain accurate records of brick orders, placement, recognition status, and donor correspondence.

FINANCIAL AND ADMINISTRATIVE SUPPORT

- Reconcile daily financial reports and supporting documentation received from the front desk.
- Enter applicable daily transactions into QuickBooks accurately and in a timely manner.
- Research and resolve discrepancies in partnership with the appropriate finance or leadership team member.
- Maintain organized electronic and paper records consistent with the organization's record-retention practices.
- Prepare mailing lists, reports, spreadsheets, correspondence, and other administrative materials as assigned.
- Provide high-level administrative support to the Executive Director, including assistance with correspondence, donor information, special projects, reports, scheduling related needs, and confidential assignments.
- Assist with organization-wide mailings and other administrative or fundraising projects as needed.

ADDITIONAL RESPONSIBILITIES

- Provide responsive and professional service to donors, sponsors, volunteers, vendors, staff members, and community partners.
- Collaborate with the development, finance, administrative, communications, and animal-care teams to ensure information is accurate and shared appropriately.
- Identify opportunities to improve database accuracy, gift-processing procedures, donor communications, and administrative efficiency.
- Document recurring procedures and maintain current instructions and essential position responsibilities.
- Participate in staff meetings, training opportunities, fundraising activities, and organizational events as requested.
- Support major fundraising events, campaigns, mailings, and year-end activities, which may occasionally require evening or weekend work.
- Perform other duties and special projects as assigned by the Executive Director or designated supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Exceptional attention to detail and commitment to accuracy.
2. Strong organizational and time-management skills, with the ability to manage multiple deadlines and recurring processes.
3. Ability to work independently while communicating effectively with supervisors and colleagues.
4. Strong written and verbal communication skills.
5. Professional and compassionate approach to donor and community interactions.
6. Ability to handle confidential financial, donor, employee, and organizational information with discretion.
7. Proficiency with donor databases, Microsoft Office or Google Workspace, spreadsheets, mail merges, and electronic recordkeeping.
8. Experience with QuickBooks or a similar accounting system is preferred.
9. Ability to learn and consistently follow gift-processing, accounting, and data-entry procedures.
10. Ability to identify discrepancies, conduct basic research, and follow issues through to resolution.
11. Commitment to the mission, values, and lifesaving work of the Heritage Humane Society.

EDUCATION AND EXPERIENCE

1. High School diploma or equivalent required.
2. Associate or bachelor's degree in business administration, nonprofit management, accounting, communications, or a related field preferred.
3. Previous experience in database management, gift processing, bookkeeping, nonprofit administration, donor relations, or a related administrative role preferred.
4. An equivalent combination of education, training, and relevant experience may be considered.

AVAILABILITY AND BENEFITS

- Full-time hourly position with a comprehensive benefit package offered.
- As a full-time employee, health insurance (HHS covers 75%), dental insurance (HHS covers 50%), paid time off, discounts on retail merchandise, and other perks are part of the compensation package after 60 to 90 days of probation.
- The work schedule is usually Monday – Friday, 8:30 am to 5:30 pm with an hour lunch break with some evenings and weekends as needed for special events or projects.

PHYSICAL AND WORK REQUIREMENTS

- Ability to remain in a stationary position and work at a computer for extended periods.
- Ability to operate standard office equipment.
- Ability to occasionally move or transport boxes, merchandise, mailing materials, and event supplies weighing up to 25 pounds.
- Ability to work in an animal shelter environment that may include exposure to animal sounds, odors, dander, and cleaning products.
- Occasional evening or weekend availability may be required for fundraising events, special projects, or organizational needs.

OTHER CONDITIONS THAT ARE UNIQUE TO THE POSITION

- Possible exposure to various common canine and feline illnesses and behaviors requiring.
- The ability to handle the emotional and physical conflict of working in an environment that euthanizes animals that are aggressive, very sick, and do not meet HHS adoptability criteria.

EQUAL EMPLOYMENT OPPORTUNITY

- Heritage Humane Society is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state or local law.
- Reasonable accommodations may be provided to qualified individuals with disabilities to enable them to perform the essential functions of the position.

To Apply: Email your resume, cover letter, and salary requirements to jobs@heritagehumane.org. Open until filled.

Employee Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, and expectations associated with my position. I understand that this job description is not intended to represent a complete or exclusive list of all responsibilities and that duties may be modified or assigned based on the needs of the organization.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____