



POSITION ANNOUNCEMENT: PHILANTHROPY OPERATIONS COORDINATOR

Grand Canyon Conservancy (GCC) is the official nonprofit partner of Grand Canyon National Park. As the official philanthropic and collaborative partner of Grand Canyon National Park, Grand Canyon Conservancy's mission is to inspire generations of park champions to cherish and support the natural and cultural wonder of Grand Canyon. GCC raises private funds, operates retail shops within the park, and provides premier educational programs about the natural and cultural history of the region.

GCC is now hiring for the position of Philanthropy Operations Coordinator. This Philanthropy Operations Coordinator will serve as part of the Philanthropy Operations team and will report to the Philanthropy Operations Manager. The Philanthropy Operations Coordinator must understand the role of data solutions, technology, and operations in a fundraising operation and the type of support and services needed to help all staff at the organization thrive. They will primarily be responsible for supporting, managing, and executing digital fundraising components, including donation forms, emails, reporting, and programs that drive donor support and revenue.

The ideal candidate must have expertise with fundraising management systems, email marketing systems and be comfortable around, and providing, modeling, analytics, and data/reporting for varied audiences. They must have a proven track record of solid development operational skills and an understanding of data analysis and analytics and must thrive on problem-solving. Additionally, they should be able to work successfully in a remote working environment with little supervision while maintaining the ability to work collaboratively with a team as needed.

PRIMARY RESPONSIBILITIES

Duties vary with the workload and could include, but are not limited to, the tasks listed below.

- Builds and maintains donation forms, related online infrastructure, and other assets, such as thank-you emails, web pages, and surveys, to support digital fundraising and other teams, ensuring quality standards are maintained, and best practices are followed
- Performs a wide variety of production-related and project-management tasks for email marketing, including building, modifying, optimizing, deploying, and tracking results
- Performs thorough quality assurance on all email, donation forms, web pages, and other work products related to campaign production
- Provides regular data analysis of email and fundraising performance, sharing results with the team. Can interpret data and use it to create dashboards, or reports, for a variety of audiences, both internal and external
- Coordinates with internal teams to plan and implement all necessary fundraising production activities and any other tasks as needed to ensure projects are launched successfully and follow GCC standards, timelines, and deadlines
- Assists with maintaining a hygienic fundraising database by auditing it quarterly and ensures consistency of entry standards and coding for donors and donations
- Provides reporting and portfolio reviews as requested. Monitors actions to ensure fundraisers are on track throughout the year
- Creates and updates detailed policies and procedures documentation following standardization requirements and branding guidelines

- Plays an active role on the larger Philanthropy team – participating in team meetings, initiatives, and events – and engages with emerging technologies/industry trends, exploring, researching, and offering ideas and innovation.
- Provides sophisticated meeting management with a meticulous eye for detail
- Creates agendas and takes notes for team calls and meetings
- Comes prepared to meetings and ensures that follow-up has been completed by all team members
- Serves as the key point of contact for any onsite event systematic management, for such events as Celebration of Art and Grand Gathering
- Works with colleagues and consultants in a collaborative and professional manner
- Responds to inquiries and requests on time
- Provides support to the Philanthropy Operations Manager as requested
- Performs other duties as assigned

MINIMUM QUALIFICATIONS

- Two (2) years of equivalent work experience in philanthropy fundraising systems
- Advanced level of knowledge of fundraising or CRM systems such as Raiser’s Edge®, Salesforce, or Microsoft Office Dynamics
- Demonstrated ability to learn and use digital marketing tools and technologies to send emails and build donation forms with a major email marketing platform
- Advanced Microsoft Excel skills, including the creation of Pivot Tables, advanced functions, and import/export from Excel into other platforms
- Proficiency in Microsoft Office tools, including Teams, SharePoint, and Outlook
- Extremely detailed oriented and highly responsive with superb project management skills
- Strong commitment to the ethical handling and management of donor information
- Ability to work as part of a team as well as independently in a remote work environment
- Ability to prioritize time independently and balance multiple tasks to meet deadlines and produce high-quality work

PREFERRED QUALIFICATIONS, SKILLS, AND CHARACTERISTICS

- Experience with multiple fundraising platforms, Blackbaud Luminate Online preferred
- Good communication skills, able to communicate with internal and external individuals
- Possess a strong technical foundation in database structure, configuration, installation, and practice
- Knowledge of a wide variety of software with the ability to train users effectively on this software
- Strong ability to write clearly, concisely, and logically
- Proven track record to successfully pick up new skills on the job, including learning new technologies.
- Successful experience and interest in working independently, proactively, and collaboratively in a fast-paced, deadline-driven environment
- Possess a high degree of initiative, creativity, and attention to detail and accuracy
- Ability to solve problems through research, consultation, and testing
- Committed to building and strengthening a culture of inclusion within and across teams

GCC CORE VALUES

GCC has identified four core values that represent how we interact with our employees, partners, visitors, supporters, and followers. Our values include:

- **Integrity:** We are honest, respectful, inclusive, caring, and accountable for our actions. We operate at a high level of excellence, utilizing our resources to their best and fullest potential.

- **Education:** We are a dynamic learning organization uniquely positioned to cultivate the “awe” of the Grand Canyon.
- **Service:** We embrace our role as a valued partner of the National Park Service at Grand Canyon National Park and will provide the highest level of excellence in every interaction with employees, partners, visitors, supporters, and donors.
- **Connection:** We foster a sense of wonder and adventure for the Grand Canyon.

WORKING CONDITIONS

- Performs approximately 80% of job duties in an office setting, working with a computer and with colleagues
- May occasionally work more than 40 hours per week or on weekends and holidays to meet critical deadlines and to attend special functions
- Valid Driver’s License and ability to travel without assistance
- This position is primarily sedentary office work requiring long periods at a computer performing repetitive tasks.

TOTAL COMPENSATION

This is a full-time, exempt, benefit-eligible, remote position with approximately 20% travel to Grand Canyon National Park and Flagstaff. Western United States region preferred. Salary is commensurate with experience.

GCC provides a comprehensive benefits package including vacation and holiday pay, sick leave, employer-supplemented health benefits package including medical, dental, vision and health savings account (HSA) plan, long-term disability and life insurance, a 401(k) retirement plan, Canyon Experience Days’ and discounts in our retail stores.

MANDATORY COVID VACCINE POLICY

As the official nonprofit partner of Grand Canyon National Park and in compliance with that agreement, GCC has a mandatory COVID vaccination policy. As a condition of employment, all employees must be immunized by vaccination against COVID-19 unless granted a medical or religious exemption. This policy is designed to protect the health of our workforce and to serve as a public health measure for those within the broader community.

Questions regarding the mandatory COVID19 vaccination policy or the exemption process should be directed to GCC Human Resources.

HOW TO APPLY

Please visit our website at: <https://www.grandcanyon.org/about-us/employment/>

We ask that you include a resume and cover letter with your application.

Grand Canyon Conservancy is an Equal Opportunity Employer