PHILANTHROPY OPERATIONS COORDINATOR – DONOR SERVICES

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 the 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.

Grand Canyon Conservancy is seeking a Philanthropy Operations Coordinator to serve as part of the Philanthropy Operations team and support the efficient functioning of the philanthropy department. This role involves managing various administrative and operational tasks to ensure the smooth execution of philanthropic initiatives and the effective utilization of resources. The Philanthropy Operations Coordinator works closely with the philanthropy team and stakeholders to meet the organization's philanthropic goals. The position demands attention to detail, accuracy, and the ability to work efficiently with various computer programs.

PRIMARY RESPONSIBILITIES

Manage various projects as assigned, anticipate project needs, discern work priorities, and meet deadlines with little supervision. Duties vary with the workload and may include, but are not limited to:

PHILANTHROPY OPERATIONS
- Provide systematic management for GCC onsite and virtual events
- Assist with maintaining a hygienic fundraising database by auditing it quarterly and ensures consistency of entry standards and coding for donors and donations
- Play 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.

DONOR SERVICES
- Implement policies and procedures that are essential for a comprehensive stewardship program
- Pull the weekly stewardship report for the frontline fundraisers' review and assigns actions in accordance with the stewardship policy
- Coordinate the pledge reminder and collections process. Produce and mail pledge payment reminders, monitor and provide past-due and collection reports to gift officers monthly.
- Build and maintain donation forms, related online infrastructure, and other assets, ensuring quality standards are maintained, and best practices are followed
- Perform data pulls of segmented constituent lists and donation lists, building queries and utilizing exports
- Create workflows, appeal, and action imports, and make constituent record updates to maintain the accuracy and health of the database.
- Manage leadership annual gift (Grand Guardian) renewal data for frontline gift officers
- Create events and manage RSVPs in the GCC database
- Build and schedule all internal GCC email communications. Serves as a backup to the Philanthropy Coordinator – Database to maintain the external email calendar
- Coordinate with internal teams to plan and implement all necessary fundraising activities to ensure projects are launched successfully and follow GCC standards, timelines, and deadlines
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
- 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

PREFERRED QUALIFICATIONS, SKILLS, AND CHARACTERISTICS

- Experience with multiple fund-raising platforms, Raiser’s Edge, NXT, and Blackbaud Luminate Online, preferred
- Intermediate knowledge of HTML
- Demonstrated ability to learn and use digital marketing tools and technologies to send emails and build donation forms with a major email marketing platform
- 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 and independently in a remote work environment
- Good communication skills, both written and verbal, including the ability to communicate with internal and external individuals in a concise and logical manner
- Possess a solid technical foundation in database structure, configuration, installation, and practice
- Proven track record in successfully picking up new skills, 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, 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
- Ability to promote and maintain a positive work environment while displaying GCC’s Core Values

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 the following:

- **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 colleagues, performing repetitive tasks
- May occasionally work more than 40 hours per week or on weekends and holidays to meet critical deadlines and to attend special functions
TOTAL COMPENSATION
The Philanthropy Operations Coordinator, Donor Services position is a remote, full-time, non-exempt, benefit-eligible position. This position reports to the Philanthropy Operations Manager.

GCC provides a comprehensive benefits package including vacation and holiday pay, sick leave, Canyon Experience Days, employer-supplemented health benefits package including medical, dental, vision, and health savings account (HSA) plan, employer-paid long-term disability, and life insurance, employer-paid 401(k) retirement plan, and discounts in our retail stores and Grand Canyon Conservancy Field Institute offerings. The hiring salary range for this position is $16.80 – 21.50 per hour, and compensation is commensurate with skills and experience.

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 the official nonprofit partner of Grand Canyon National Park.
We are an Equal Opportunity Employer.