



## POSITION ANNOUNCEMENT: 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.

The Grand Canyon Conservancy seeks a Philanthropy Operations Coordinator who will serve as part of the Philanthropy Operations team and is critical in supporting the efficient functioning of the philanthropy department and delivery of excellent donor services. This role involves managing various administrative and operational tasks, including email building and list management, 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.

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.

### 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

- Assist with maintaining a hygienic fundraising database by audits and ensuring 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 engage with emerging technologies/industry trends, exploring, researching, and offering ideas and innovation.
- Provide Support for GCC onsite and virtual events.

#### DONOR SERVICES

- Implement policies and procedures that are essential for a comprehensive stewardship program.
- Build and schedule all GCC donor-facing email communications. 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.
- Pull regular stewardship reports for the frontline fundraisers' review and assign 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, maintaining quality standards and following best practices.
- 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.

## MINIMUM QUALIFICATIONS

- Two (2) years of relevant work experience in philanthropy fundraising systems.
- Advanced knowledge of fundraising or CRM systems such as Raiser’s Edge®, Salesforce, or Microsoft Office Dynamics
- Advanced Microsoft Excel skills, including creating Pivot Tables writing formulas and macros.
- Proficiency in Microsoft Office tools, including Teams, SharePoint, and Outlook.
- Ability to learn new software and technologies quickly.

## PREFERRED QUALIFICATIONS, SKILLS, AND CHARACTERISTICS

- Advanced knowledge and proficiency with Raiser’s Edge, Raisers Edge NXT, and Luminate Online.
- Intermediate knowledge of HTML for email building.
- 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 detail-oriented and highly responsive.
- 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 high degree of initiative, creativity, attention to detail, and accuracy.
- Ability to solve problems through research, consultation, testing, and providing solutions.
- 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

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 the position is \$16.80 to \$21.50 per hour.**

## 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.**