Donor Engagement Coordinator

Mission Aviation Fellowship (MAF), a Christian nonprofit organization founded in 1945, is seeking people who share our desire to see isolated people changed by the love of Christ. MAF operates globally, with its headquarters located in Nampa, Idaho. MAF's core values are: we follow Jesus, we serve together, we commit to a higher standard, and we value each other. This position is a vital part in serving together to bring help, hope, and healing through aviation.

A Brief Overview

The Donor Engagement Coordinator is responsible for supporting the cultivation, stewardship, and recognition of donors. This role plays a vital part in ensuring donors feel valued, informed, and connected, as an essential part of the work of MAF so that the Gospel is proclaimed and God's Kingdom is extended.

This position requires an active commitment to the mission, values, and doctrinal stance of MAF. In the course of performing job duties, the employee will act in a manner that is Christ-honoring as well as Christ-like, demonstrating a personal Christian faith and witness in all interpersonal interactions. In addition, the employee must be willing to assist with other projects and duties as assigned by their manager.

Essential Duties

- **Donor Engagement and Correspondence**
    - Delivers exceptional donor service by responding promptly and appropriately to written inquiries, expressing appreciation for support, and fostering a positive donor experience. This includes monitoring several inboxes, ensuring timely and professional communication.
    - Conducts research as needed to provide accurate and informed responses to donor questions and concerns.
    - Maintains and updates donor records based on incoming communications; routes donor requests to the appropriate departments or field programs.
    - Refers internal staff support inquiries and flight booking requests to the relevant departments for resolution.
    - Stays current with all Mission Aviation Fellowship (MAF) literature, campaigns, and initiatives to ensure accurate and contextually appropriate responses.
    - Initiates personalized thank-you calls or written acknowledgments for organizational gifts meeting specified criteria, demonstrating appreciation and reinforcing donor relationships.
- **Essential Functions**
    - Sends out Flight Crew welcome pack to new recurring gift donors.
    - Encourages further engagement by inviting prayer requests during donor appreciation calls. Then follows up with a card telling the donor that you prayed for them.
    - Assists in new donor cultivation efforts through targeted outreach such as mailings, follow-up communications, and introductory phone calls.
    - Manages the donor acknowledgment program, including running daily queries, distributing acknowledgment lists, making thank-you calls, coordinating with volunteers, assigns new churches to Church.
    - Engagement department to begin cultivating, reporting to the Director of Donor Engagement, and contributing to strategy development.
    - Collaborates with the Advancement Services team to ensure donor record corrections and updates are processed accurately and promptly.
    - Prepares supplemental donor acknowledgment materials as requested by the Donor Engagement Director.
    - Oversees the coordination and execution of the Welcome Series Packet strategy for new donors.
    - Executes outbound donor stewardship initiatives through various channels as directed by the Donor Engagement Director.
- **Administrative Activities**
    - Coordinates with volunteers to help execute some of the key mailings as a part of this role, including training, supervising, and appreciating volunteers.
    - Assists Director of Donor Engagement with tracking the Donor Journey.
    - Assists Director of Donor Engagement with special projects and initiatives as assigned.

Qualifications

- High School Diploma/GED required or an equivalent combination of education and experience.
- 1 year of experience in project planning and coordination preferred.
- 1 year of experience in a prior role at MAF, learning MAF's culture preferred.

Skills

- Intermediate skill in Microsoft Outlook, Excel and Word.

Competencies

- Building Collaborative Relationships - provides assistance, information, and support to others to build a basis for future reciprocity
- Customer Orientation - presents a cheerful, positive manner with customers
- Interpersonal Awareness - is sensitive to and patient with the interpersonal anxieties of others
- Oral/Written Communication - expresses ideas clearly and concisely orally and in writing
- Personal Credibility - respects the confidentiality of information or concerns shared by others
- Oral/Written Communication - communicates with tact and confidentiality
- Stress Management - can effectively handle several problems or tasks at once
- Results Oriented - Establishes workload priorities and consistently follows through with on time completion
- Fostering Innovation - Develops better, faster, or less expensive ways to do things
- Thoroughness - detail-oriented

Physical Requirements

- Frequently sitting
- Occasionally lifting, pushing, pulling, and carrying up to 50 lbs.
- Occasionally climbing, stooping, kneeling, crouching, crawling, and reaching

Starting Pay Range
$21.63 to $25.24

MAF is committed to paying our team members competitively to the industry market and to being a market leader in benefits and work/life balance programs. Consistent with our value…" We commit to a high standard," MAF's Total Rewards Philosophy is designed to maintain and improve our market competitiveness in the NGO sector to attract and retain our most critical resource - our people.

MAF is committed to creating and maintaining a work environment free from any form of unlawful discrimination or harassment. As a faith-based religious organization pursuant to the Civil Rights Act of 1964, Section 702 (42 USC @2000e), MAF has the right to and does solely hire candidates who agree with our Statement of Faith and agree to abide by our Standards of Conduct.

MAF expects all MAF staff to comply with its Safeguarding Policy. This includes proper moral and ethical conduct towards all children and vulnerable adults, in all circumstances and in all relationships. In addition, all MAF staff have a responsibility to seek to prevent any form of abuse, to raise any ongoing concerns, and to report any harm, abuse, or neglect to children or vulnerable adults, discovered or reasonably suspected. Violations of this policy will be subject to corrective action up to and including termination of employment.

MAF seeks to create a workplace that is intentional about Kingdom Inspired Diversity. Our commitment to our employees extends to their opportunities for personal and professional growth and development. We will make reasonable accommodation for qualified individuals with known disabilities, unless doing so would result in undue hardship to the organization.