

FREIGHT & SALVAGE

TITLE:	Donor Relations Coordinator
REPORTS TO:	Director of Philanthropy
SUPERVISES:	None
EMPLOYMENT TYPE:	Part-Time, Exempt
SCHEDULE:	Flexible, generally M-F, 9-5; 25-32 Hours Weekly Some evenings or weekend work possible
LOCATION:	Remote Hybrid
SALARY RANGE:	\$24-25/Hourly

POSITION OVERVIEW

Under the supervision of the Director of Philanthropy, the Donor Relations Coordinator will support and further enhance fundraising and overall visibility among current and prospective donors. The Donor Relations Coordinator provides daily operational, development event support, gift acceptance management, and assists with donor communications. This position will be the Tessitura CRM database power-user for the Philanthropy department, monitoring and reconciling all matters related to gift acceptance, receipting, donor thank-you letters and any campaign reporting, including troubleshooting complicated gift processing issues. This position will play a key role in donor relations and administrative support, but may be called upon to assist with general fundraising or marketing/communications activities or to support others.

THE FREIGHT

The Freight & Salvage is a mission-driven nonprofit community arts organization and world famous music and cultural venue dedicated to promoting public awareness and understanding of traditional music—music that is rooted in and expressive of the great variety of regional, ethnic, and social cultures of peoples throughout the world. The Freight is a valuable community resource and premier listening room delivering an eclectic and diverse mix of live traditional music from across the globe and outstanding, hands-on educational programming locally for young people and adults. The Freight is supported by steadfast attendance, grants, musicians' benefit performances, volunteer efforts, and generous donations. Visit <https://thefreight.org> to learn more.

FREIGHT & SALVAGE

THE HISTORY

Since its founding in 1968, the Freight has been deeply rooted in that part of Berkeley, California's culture that embraces freedom, justice, acceptance, collaboration, and innovation. The ethos of Berkeley in the 1960s - characterized by a free-wheeling mix of anti-establishment politics; radical life-style experimentation; struggles for racial and gender equality; and a profound respect for traditional cultures able to survive and even flourish outside the commercial "mainstream" - was vitally linked to the city's music scene and lives on today at the Freight which continues to reflect those heady times. What began as an 87-seat coffee house in June of 1968, when Nancy Owens took over the lease and the name of a failing used furniture store at 1827 San Pablo Avenue, became a place where musicians and music-lovers gathered and evolved to a landmark venue for folk and old time music that has expanded inclusively to world-wide traditions and new genres. By 1983, patrons, performers, and employees formally incorporated the operation as the Berkeley Society for the Preservation of Traditional Music. Thanks to a solid base of community support, astute business practices, and a little bit of luck, the Freight settled into its facility at 1111 Addison Street in 1984. Only three blocks from the original storefront, and with 220 seats and a new sound system, the new facility became one of the best spots in the San Francisco Bay Area to see and hear live music including traditional music from outside the continental US. In 2009, the Freight moved to its current, world-class location at 2020 Addison Street with 490 seats in the heart of the Berkeley Arts District.

PRIMARY RESPONSIBILITIES

Tessitura (CRM)/Gift Acceptance

- Process donations through all channels (checks, cash, online, stock, etc.)
- Process gifts from workplace giving programs (matching gifts, etc.)
- Prepare and mail gift acknowledgement letters
- Take note of when acknowledgement copy grows stale, and alert gift officers to the need for updating/customization
- Prepare and make check deposits and organize banking information for finance department files and support monthly and annual financial reconciliations between the Tessitura database and finance department
- Support the annual audit with information and research

Data Management:

- Maintain electronic and physical gift and receipt files
- Enter, update, research, verify and/or retrieve customer/donor data, ensuring the accuracy and confidentiality of that information

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- Maintain Freight & Salvage data within the patron/donor database by following, and, in collaboration with managers, recommending institution and best-practice protocols
- Regularly audit and merge duplicate records
- Ensure patrons/donors who express contact preferences via development-related communications (e.g. not to be called, emailed, mailed, and/or solicited) are properly identified and managed in the system
- Make necessary changes to patron/donor records in the donor database as needed or requested
- Support and invigorate a culture of data integrity within the Freight & Salvage
- Support the data flow to and from third-party applications (e.g. WordFly, MailChimp, iWave) with Tessitura
- Produce gift and attendance reports, mailing lists, and other data sets to track revenue and support cultivation and stewardship
- Build annual campaigns and periodically add new designations to Tessitura, as requested by the Director of Development

Philanthropy Operational Support:

- Oversee department's customer service functions including managing of donor phone or email inquiries
- In collaboration with Director of Philanthropy, oversee direct mail campaigns as they relate to mailing lists, donor and prospect research, appeal preparation, and tracking and analysis
- Collaborate with the Director of Philanthropy to design and create emails and print pieces; this includes thank you pieces, event invitations and follow-up, impact stories, and programs.
- Update and manage donor roll/list
- Attend weekly Philanthropy department meetings
- Related duties as assigned

Fundraising Event Support:

- Assist in the planning and execution of all fundraising and donor related events

SKILLS, KNOWLEDGE & ABILITIES

- Recognition of the importance of maintaining the accuracy and confidentiality of constituent information and the flow of data with third party applications in a high-volume environment
- Commitment to generate timely analyses and reports in support of fundraising efforts

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- Ability to perform multiple assignments simultaneously while prioritizing tasks with competing deadlines and under minimal supervision
- Initiative and ability to work both independently and as part of the fundraising team to achieve department and organizational objectives
- Excellent interpersonal and oral and written communication skills
- Ability to operate standard office equipment and keyboards
- Demonstrated commitment to valuing diversity and contributing to an inclusive and learning environment
- Ability to successfully pass a background investigation
- Occasional overtime

Preferred/Desirable

- Working knowledge of non-profit gift processing and acknowledgment business processes
- Prior exposure to preparing bank deposits and supporting financial control activities
- Working knowledge of enterprise Customer Relationship Management systems (Tessitura)
- Experience, appreciation, or familiarity with performing artists and traditional music

EQUAL OPPORTUNITY EMPLOYER STATEMENT

The Freight and Salvage is an equal opportunity employer committed to providing equal opportunity to its employees and applicants for employment without discrimination on the basis of race, religion, gender identity or expression, sexual orientation, age, disability, or any other reason unrelated to ability to perform the position. This policy applies to every aspect of employment, including but not limited to hiring, advancement, transfer, demotion, termination, compensation, benefit, training and working conditions.

TO APPLY

Please submit a resume and cover letter to **Clayton Shelvin (Managing Director)** at clayton@freightandsalvage.org. Applicant materials will be reviewed on a rolling basis until a candidate is selected.