

# North Fulton Community Charities

## Community Engagement Specialist

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POSITION: Community Engagement Specialist

CLASSIFICATION: FT Position

REPORTS TO: Director of Development

The Community Engagement Specialist is a key member of the community engagement team who records and acknowledges donations, maintains integrity and accuracy of donor data and reports. This position will provide support for the cultivation, solicitation and stewardship of donors, clients, volunteers and event participants. In addition, this position provides administrative support for all fundraising events and community engagement programs.

### **Essential Duties and Responsibilities:**

#### **Donor Database Support and Development**

- Provides excellent customer service to all donors, staff, volunteers, clients, and event participants
- Responsible for maintaining volunteer and donor database – creation of records, data input and reporting in Salesforce
- Maintains the integrity of the salesforce database by following procedures for proper entry of records and reporting
- Processes, tracks and reports on daily donations from all sources
- Prepares gift acknowledgement letters and mailings in a timely manner, while ensuring accuracy and attention to detail
- Prepares volunteer and donor reports in an accurate and timely manner
- Provides support to donor care plan by engaging, acknowledging and stewarding donors for first time gifts or reoccurring gifts via phone/email (under \$250)
- Manages and distributes donor acknowledgement correspondence
- Collaborate and coordinate with NFCC leadership as needed to create reports and track information

#### **Administrative Support**

- Coordinate State Registration process and documentation
- Assists with volunteer or donor tour groups as needed
- Assists with creation of email messaging, meeting reminders, other administrative support for NFCC Leadership
- Performs other duties as assigned

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### **Events and Community Outreach Program Support**

- Provides support for fundraising events and logistics
- Coordinates corporate sponsorship invoicing and payments for special events
- Produces and maintains invitation mailing lists
- Maintains data associated with community engagement events and programs
- Assists at all events and community engagement programs

### **Education and Experience:**

- Bachelor's degree preferred or 4+ years of relative experience
- Proficiency and knowledge of Salesforce/CRM and maintaining data is preferred
- Experience in report writing and analyzing data is preferred
- Excellent computer skills, including MS Office (Word, Excel and Power Point)
- Must be enthusiastically committed to NFCC's mission and the community we serve
- Excellent interpersonal skills, strong attention to detail and accuracy
- Demonstrated ability to communicate effectively – both verbal and written skills
- Ability to keep both digital and hard copy files organized and accessible
- Ability to multi-task, meet crucial deadlines, and work with a variety of people in different situations

### **Working Hours and Conditions:**

- This position requires occasional work on weekends and evenings, and has the flexibility to work at home and in the office
- The position may include heavy lifting and working events in outdoor/or indoor venues, including vacant warehouse/retail buildings

NFCC is a drug free workplace and e-verify required.

To apply, please send an email with resume and cover letter to [smorgan@nfcchelp.org](mailto:smorgan@nfcchelp.org).