

MUTTVILLE

senior dog rescue



Position Title: Development Coordinator
Reports To: Director, Strategy & Engagement
Classification: Full-time, Exempt
Date: Immediately

Muttville Senior Dog Rescue is a dynamic non-profit organization based in San Francisco's Mission District. We operate a cage-free shelter, along with a robust volunteer program and community serving programs. Since our founding in 2007, we've saved over 10,000 senior dogs and counting! We are a team-oriented organization with a positive, "can do" attitude when it comes to helping animals and working with our community. We encourage our team members to be innovative and seek creative solutions to achieve our goals. *This position is required to be a full-time onsite presence to process donations, make deposits, interface with volunteers, etc.*

Position Summary:

The Development Coordinator is an integral member of the Development team which consists of committed, dependable, and fun-loving professionals. This team works collaboratively to inspire support for Muttville's mission of saving senior dogs. We motivate the public to contribute to Muttville's success by sharing stories about our programs and their positive impact in the community. We also work closely with individuals, businesses, and foundations to understand their philanthropic priorities and then we provide creative solutions to fulfill their goals.

The Development Coordinator is primarily responsible for timely, efficient, and accurate processing of donations; creating and maintaining accurate donor records; issuing donor acknowledgement letters and tax receipts; and providing customer service and support for donor-related issues and needs.

This position requires a strong problem solver who is detail oriented, and possesses good organizational skills, plus has strong verbal and written communication skills.

While working efficiently is important, we are looking for someone who doesn't take short-cuts and wants to do what's best for the dogs, our donors, the community and our organization in the long-run...not just the immediate.

We are looking for a team-oriented person who can work comfortably and effectively in an active, ever-changing environment, and possesses the ability to work independently when needed.

The ideal candidate will be flexible, and remain open to evolving responsibilities and expectations as our systems and team grow. Muttville is growing and we require candidates who will also *want* to grow!

Overview of Job Duties:

- Gift processing, data management, gift entry/bank deposits and reconciliation with the finance department.
- Communication and collaboration with donors, including participation in stewardship and cultivation efforts, tax-receipting processes for all gifts and end of year summaries, pledge reminders and responding to incoming donor communications.
- Execution of mass stewardship and cultivation processes at the direction of the Director of Strategy and Engagement.
- Clear and inspirational articulation of Muttville's history, philosophy, programs, services, and impact.
- Recruit, train, oversee, retain and direct development volunteers in a variety of duties.

- Provide administrative support to multiple members of the Development team, including the Chief Development Officer and proactively provide general oversight of development materials, spaces, and tools.
- Assist in establishing, documenting, and updating written departmental policies and procedures describing processes, systems, rules, and guidelines.
- Participate in ongoing dialogue with team members to creatively build upon and streamline various processes in an effort to increase department efficiencies.
- Assist with the planning, execution, and management of Muttville's special events for donors.

Position Requirements:

Education & Experience

- Bachelor degree preferred or relevant work experience.
- Experience and high proficiency in Microsoft Office (Word and Excel), data entry, mail merges, computer and typing skills, and familiarity working in the Google workspace ecosystem.
- Ideal candidate will have 1-2 years of experience working in a non-profit environment.
- Donor stewardship or customer relations experience is a plus.

Knowledge, Abilities, & Skills

- High degree of accuracy and professionalism with strict attention to detail.
- Use discretion and respect the confidentiality of sensitive information regarding donors, clients, employees, volunteers, and our dogs.
- Highly organized with strong time management skills in order to consistently meet or exceed task deadlines.
- Ability to work in a dynamic work environment, embrace and foster change, multi-task, and regularly demonstrate flexibility.
- Excellent written, verbal, and listening skills.
- Friendly, outgoing, people-oriented attitude with excellent phone, computer, and customer service skills.
- Available to work weekends and evenings on an as-needed basis.
- Comfortable working in close proximity to and sharing spaces with multiple dogs.
- Valid CA Driver's License and good driving record required. This position may be required to drive the organization's vehicle.

Physical Requirements & Work Environment

- All work is performed at Muttville headquarters, which includes areas where dogs of varying temperament live and are cared for, office spaces, stairs, and outdoor locations, as well as at offsite event locations.
- Up to date COVID-19 vaccinations required for all personnel working on-site at Muttville.
- Regularly sit at a computer station and operate electronic equipment.
- Regular exposure to free-roaming office and headquarters dogs.
- Regular bending, reaching, kneeling, sitting on the floor, crouching, and dog walking with occasional lifting of up to 40 pounds.
- Requires ability to speak clearly to groups inside, outside, in small and large spaces.
- Exposure to cleaning/disinfectant solutions.

Salary and Benefits:

- The starting salary for this position is commensurate with experience and qualifications.
- This is a regular, full-time, exempt position and the benefits package includes medical insurance, 401K, and vacation, holiday, and sick pay.

Muttville is an Equal Opportunity Employer and welcomes applications from individuals who contribute to our diversity. We are an at-will employer and conduct pre-employment background checks. This job description reflects the assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.