

Development Coordinator

Job Category: Part Time (20-25 hrs)

Job Location: Abbotsford, BC

Reporting Relationship: Development Team Lead

Make a Kingdom Impact!

Arrow Leadership Ministries exists to develop Jesus-centred leaders to be led more by Jesus, lead more like Jesus and lead more to Jesus through providing transformational programs, producing exceptional leadership resources and sharpening leaders globally. Arrow Leadership is based in Abbotsford, BC and has deeply invested in thousands of leaders serving in church, parachurch, non-profit and marketplace roles in Canada, the US and around the world. For more information, please visit: www.arrowleadership.org

Position Overview

The Development Coordinator reports directly to the Development Team Lead to provide administrative support for all fund development efforts of Arrow Leadership. This position, while ultimately administrative in nature, contributes directly toward developing Christian leaders for Kingdom impact. Therefore, the candidate should exemplify Arrow's values and alignment with Arrow's mission and purpose while serving others.

Core Competencies

- **Kingdom First:** *Committed to building God's Kingdom for God's glory.*
- **Purposefully Relational:** *Committed to developing deep, intentional and long-term relationships that lead to heart transformation.*
- **Cultivating Trust:** *Committed to cultivating trust through integrity because trust is the currency of effective leadership.*
- **Wholehearted Service:** *Committed to wholehearted service unto the Lord, overflowing with impact and excellence experienced by others.*
- **Intentionally Collaborative:** *Committed to serving with the broader Body of Christ in sharpening Christian leaders everywhere.*
- A committed Christian with a heart for ministry.

Role Competencies

- High capacity
- Detail oriented
- Systems thinking
- Engaging personality
- Enjoys interacting with people in person and on the phone
- Self-starter / self-motivated
- Proven ability to prioritize, multiple tasks, work effectively under pressure and meet deadlines
- Ability to handle sensitive and confidential information in a discreet and professional manner
- Ability to foster and maintain positive working relationships

Key Duties & Responsibilities

Donation Processing & Acknowledgement

- Receive and track all incoming mail
- Maintain accurate donation source records
- Record all donations received
- Create & process monthly letter and e-letter donor acknowledgements
- Coordinate donor appreciation thank you's and welcome packages
- Track and follow up monthly donors with lapsed credit card information

Donor Data Management

- Enter and maintain accurate donor records in database
- Research returned mail for accurate and timely address updates
- Create and maintain database donor campaigns
- Maintain accurate donor categories in database (do not mail, email opt out, etc.)

Donation Reporting & Analytics

- Monthly and annual donor reconciliation with Finance Team
- Create and maintain database donation dashboards
- Create monthly and FYTD reports
- Track and report on donation campaigns
- Create and maintain semi-annual and multi-year donation comparison reports
- Additional reports and analytics as requested

Donor Communications

- Create and format acknowledgement letter templates
- Collect stories, quotes and images for acknowledgement letters
- Coordinate content writing for acknowledgement letters
- Assist with coordination of donor campaigns (list generation, mail merges, printing and assembly)

General Administration

- Provide warm greetings to phone and email inquiries
- Coordinate with Arrow Team on website inquiries
- Assist with general Development Team administration as required

Resource Support

- Track and process online store resource purchases
- Create and maintain quality control follow up for all resource orders
- Track and report on resource and office supply inventory

Christian Witness

- Ensure the principles of Arrow's Statement of Faith are evidenced and reflected in any communications coming from Arrow and its staff members
- Willingness to pray with others
- Actively participate in prayer each day for the leaders we serve and the programs and services of Arrow Leadership
- Maintain a consistent Christian witness at all times which is fundamental to the mission of Arrow Leadership

Arrow Team Participation

- Weekly team meeting, Bible study and devotionals
- Engage in team prayer
- Participate in Arrow programs and events as requested

Key Requirements

Experience

- Minimum 3 years administrative experience with donor development in a ministry or non-profit.
- Proficiency in developing print lists, printing documents and managing mailings.
- Excellent computer/technology skills (e.g., Office 365, Google Business Apps, etc.)
- Solid communication skills (written and oral)
- Communication with a wide range of diverse populations.
- Working effectively on teams.
- Possess a growing relationship with Jesus coupled with strong character and integrity
- The successful candidate for this position must be willing to affirm without reservation the Arrow Leadership Statement of Faith.