

**JOB TITLE:** Advancement Administrative Coordinator  
**REPORTS TO:** Development Director  
**DEPT:** Advancement

**STATUS:** PT N-506  
**SCHEDULE:** Mon-Fri  
**UPDATED:** August 2019

*Springs Rescue Mission considers every position one of ministry and a vital and valued part of our team. Therefore, it is essential that all employees of SRM have a personal relationship with Jesus Christ and subscribe to our Statement of Faith and Core Values. Additionally, employees are required to lead and/or participate in bible study, prayer, and devotions.*

**SUMMARY OF POSITION:**

The Advancement Administrative Coordinator provides office administration, donor service, and supports Springs Rescue Mission's (SRM's) donor development efforts. This position also answers non-routine correspondence and assembles highly confidential and sensitive information. Deals with a diverse group of important external callers and visitors as well as internal contacts at all levels of the organization.

**DUTIES & RESPONSIBILITIES:**

- Manages departments calendars and set appointments for Chief Development Officer, and Development Director.
- Forecasts needs for Advancement Department meetings initiated by CDO.
- Facilitates information flow within team and responsible for drafting and sending out communication on behalf of the CDO and team.
- Performs reception duties utilizing various systems including telephone, fax machine, mail services, email and copy services.
- Coordinates logistics for meetings, donor events and photo shoots for the Advancement team; reservations for events, and catering. Assists with donor development projects and events
- Attends department meetings and donor events.
- Supports a variety of departmental projects, as needed
- Prepares materials and presentations, handouts, agenda, takes notes, communicate action items and follows up on action items to verify completion
- Gathers research on donors, and updates the donor database
- Sends out letters and other mailings, helps with student projects
- Submits POs (expenses) for the Advancement team's leadership
- All other duties as assigned

**QUALIFICATIONS:**

- Maintains a personal relationship with Jesus Christ and is a constant witness. Attends church weekly, abides by biblical principles with life choices, Christ-centered and compassionate attitude in dealing with people including the homeless and faithfully upholds and exemplify SRM's Statement of Faith
- Serves as an advocate for the homeless and raising awareness of the needs, and concern, for the addicted, and those in poverty; engaging others within one's influence to greater involvement and effectiveness on behalf of this population in Colorado Springs.

- Believes that volunteers are vital to accomplishing the Vision and Mission of Springs Rescue Mission and thus is part of mobilizing the community in the fight against addiction, poverty and homelessness
- Conducts self in a professional, courteous and efficient manner always
- Strong customer service skills; able to fully, clearly, and personably address inquiries, provide information and engage donors in a cheerful and professional manner. Great phone skills
- Able and willing to accurately receive, record and direct inquiries
- Proven organizational skills and attention to detail.
- Experience working with CRM or willing to learn
- Comfortable in a fast- paced office environment, relationally savvy, and motivated to serve.
- Experience working with sales/marketing/fundraising teams preferred.
- Good verbal and written communication skills. Appropriate grammar for composing business correspondence and editing collateral materials
- Is computer literate, with working knowledge of Word and Excel, internet and Email
- Must be capable of maintaining confidentiality with discretion.

**EDUCATION/EXPERIENCE:**

- Education: High School Diploma; Associates preferred.
- Experience: Four to six years administrative assistance experience preferred.

**WORKING CONDITIONS/PHYSICAL FACTORS:**

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

*Able to climb stairs daily – occasionally*

*Lift 10 lbs.*

*Interaction with a variety of people, including homeless*

**EQUIPMENT/TOOLS USED:**

- Phone
- Computer
- Copier