



## Thomasville Center for the Arts

**Title:** Donor and Member Services Coordinator  
**Reports to:** Development Director

Thomasville Center for the Arts seeks an experienced development professional to provide the highest level of service to support donor giving to the Center. This position is responsible for the recording and acknowledgement of donor and member gifts, database management, donor communications, sponsor and member event support, grant coordination, and management of systems that improve the donor experience.

### RESPONSIBILITIES

- Serve as the key team resource for the Center's donor database (Network for Good) and support the processes and data needs of development strategies.
- Provide Center donors and members with high quality stewardship by being responsive to their needs, fostering personal relationships and ensuring easy access to information.
- Administer gift processing, acknowledgement, tracking, and reporting based on Center policies.
- Fulfill bulk correspondence to donors and support specialized solicitation and stewardship mailings.
- Provide donor and member customer service and serve as main point of contact for general donor correspondence.
- Develop donor lists for various Center publications and other special needs.
- Assist in the implementation of development and member events, and special campaigns.
- Take lead role in donor list management for events and support efforts to promote and monitor attendance.
- Manage donor fulfillment for the annual giving and membership programs.
- Identify, coordinate, and track private foundation grant applications. Manage the transactional elements of applications and awards.
- Create development reports and dashboards,
- Work with the Finance team to ensure gift information is entered accurately across systems and all gift reporting requirements are met.
- Train and assist existing staff in use of database.
- Assist with special resource development related projects as needed.
- As with all staff, assume the responsibilities necessary to meet the Center's strategic goals.
- Participate in the Center's annual and long-range planning processes.
- Provide monthly program reports and statistics as requested.
- Participate in all collective staff activities.
- Keep current on best practices in the field of development operations and donor services.
- Serve as primary on-site greeter for Center donors, members, and visitors.

### QUALIFICATIONS AND WORK EXPERIENCE

- Bachelor's degree or five years of experience working in donor relations or development operations role.
- Strong donor service or customer service background with the experience and technical capacity to implement best-practices in donation management.
- Direct experience in database management. Experience with Network for Good a plus.

## SKILLS AND ABILITIES

- Excellent oral communication skills.
- Highly accurate data entry skills.
- Keen skills in proofreading, editing, and composing written communications.
- Ability to work well independently and collaborate effectively with a team.
- Proficiency in Microsoft Office Suite (Word, Excel, Power Point).
- Ability to multi-task and manage time efficiently.
- Multi-lingual skills a plus.
- Ability to apply creativity and good judgment in addressing donor related issues in a professional manner.
- Pleasant demeanor and professional appearance.

## PHYSICAL DEMANDS

- Ability to communicate via voice by telephone, read and speak English, and generate written communication manually and by using a computer.
- Ability to sit at a desk for extended periods of time, lift and move documents and supplies up to 25 lbs., and bend or reach to file and retrieve documents.
- Valid driver's license and access to personal vehicle is required.
- Occasional weekend and evening availability required for special events.

To apply, please email a letter of interest including salary requirement and available start date, resume, and references to [ops@thomasvillearts.org](mailto:ops@thomasvillearts.org).