



**Wisconsin Historical
FOUNDATION**

Date: August 2023
Position: Annual Giving Coordinator
Type of Employment: Full-Time, Non-Exempt
Reports to: Annual Giving Director
Location: Wisconsin Historical Foundation, Madison, Wisconsin
Position eligible for hybrid remote work

Introduction

If you are passionate about providing a strong customer experience, have interest in a nonprofit career, have some administrative experience and thrive in a data driven environment, we hope you'll check out this position!

The Wisconsin Historical Foundation exists to advance the mission of the Wisconsin Historical Society.

- Mission: The Society connects people to the past by collecting, preserving, and sharing stories.
- Vision: Enriching and transforming lives through unparalleled access to history.
- Values: We believe that increasing the public's knowledge of history has profound societal, cultural, and economic benefit.

As a 501(c)3 tax exempt organization, the Foundation receives grants and private contributions benefiting the Society, administers the membership program, and provides marketing services for the Society.

Position Description

The **Annual Giving Coordinator** is responsible for supporting the Foundation's membership and annual giving program by providing daily customer service, coordinating membership solicitations, delivering member benefits and donor acknowledgements, and performing gift entry to reach aggressive revenue targets and membership goals. This person is a part of the membership, marketing and communications team, but also works closely with development, finance and operations staff.

Core Duties: Customer Service (25%)

- Keep a positive customer experience top-of-mind in all work at the Foundation.
- Provide high quality and dependable customer service on the phone, via email and in-person Monday through Friday during business hours.
- Ensure the Foundation's customer service experience contributes to increased membership retention and overall fundraising.
- Align the Foundation's customer service experience with the customer experiences provided at the Society's various locations and call centers.
- Provide occasional in-person support at regional events and conferences.

Core Duties: Gift Entry and Donor Database Management (25%)

- Develop and maintain a strong understanding of the Foundation's Raiser's Edge donor database with a focus on gift processing, donor records, and queries.
- Co-own the daily charitable gift entry processes to ensure every gift entered leads to proper donor recognition and stewardship.
- Enter daily charitable gifts from mail, phone and web into Raiser's Edge.
- Infer and make decisions on donor intent when vague or unclear on giving device and follow-up with donors via phone or e-mail as needed.
- Update donor constituent records as needed to ensure successful solicitation and stewardship efforts.

Core Duties: Annual Giving Solicitation and Stewardship Project Coordination (50%)

- Collect daily mail from local post office, and sort and distribute to Foundation staff.
- Execute the ongoing renewal process for standard levels of membership which includes:
 - Managing donor list and data for quarterly mail and email renewal touchpoints
 - Working with external vendor to print and mail all membership renewals
 - Preparing and sending electronic membership renewals
 - Preparing and sending supporting level membership solicitations for seven cycles during the year
- Coordinate membership benefit fulfillment and donor acknowledgment process.
- Think creatively about how to improve membership processes and grow the membership program and participate in one-on-one and group strategy meetings.
- Coordinate the Foundation's volunteer schedules and workloads.
- Other duties as assigned.

Skills and Qualifications

This job may be for you if you are interested in learning the ins and outs of a high functioning nonprofit development and membership office. You have completed a degree or certification program related to nonprofit, fundraising, or administrative work or you have 2-3 years' experience in an administrative and customer-focused role. You care deeply about providing a top-notch customer service experience, and you love working with data and process. It would also benefit you to have:

- A customer-focused attitude that is applied across all your work.
- A commitment to accuracy and attention to detail.
- The ability to work independently and manage several tasks at the same time.
- Strong organizational, prioritization and time management skills.
- Excellent written and verbal communication skills.
- Advanced working knowledge of Office 365 tools and databases.
- The ability to maintain confidentiality.

Other Helpful Experience

- Experience with a donor database; Raiser's Edge experience preferred.
- Basic design and layout skills.
- Familiarity with project management tools such as Asana.
- Experience working with internal collaborators across a large organization.

Physical Demands

This position requires the ability to do one or more of the following throughout the day: frequently remain in a stationary position for long periods of time, move about in an office environment, and operate a computer and telephone.

Application Details

This is a full-time non-exempt position with an excellent benefits package that includes health insurance. Pay will be dependent upon qualifications and experience with a range of \$44,000 - \$50,000 annually (approximately \$21.16-\$24.03 per hour).

To apply, please send a cover letter and resume to Erika Flaherty at erika.flaherty@wisconsinhistory.org, or mail them to Wisconsin Historical Foundation, ATTN: Erika Flaherty, 816 State Street, Madison, WI 53706.

Direct inquiries to Erika Flaherty at erika.flaherty@wisconsinhistory.org or (608) 261-9590.

The Wisconsin Historical Foundation, a 501(c)3 non-profit organization, is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.