



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

JOB TITLE: ADMINISTRATIVE COORDINATOR, PHILANTHROPY	REPORTING TO: DIRECTOR, PHILANTHROPY OPERATIONS
DEPARTMENT: PHILANTHROPY	POSITION: FULL-TIME / NON-EXEMPT

Purpose of Position

The Administrative Coordinator, Philanthropy is a key administrative professional responsible for donor stewardship, acknowledgment, and CRM database management. This role plays a vital part in ensuring timely and accurate donor engagement, supporting both the philanthropy and events teams. The ideal candidate demonstrates exceptional attention to detail, a commitment to donor satisfaction, and a proactive approach to operational excellence.

Key Duties and Responsibilities

- **Donor Stewardship & CRM Management**
 - Promptly acknowledge all community and affinity group donors within 24–48 business hours, adhering to established protocols for various giving levels.
 - Accurately process donor contributions, pledges, and designations; manage invoicing, database entry, and coordination with Finance.
 - Maintain and update donor records, including birthdays, headshots, board affiliations, and other key data.
 - Oversee and maintain donor rosters and prospect lists for the Tocqueville Society and The OC Way Campaign, ensuring real-time tracking of giving status and totals.
 - Support outreach efforts to Tocqueville Society members regarding designations and other donor-related communications.
 - Ensure timely updates to giving goals, projections, and actuals, with monthly reviews for accuracy.
 - Collaborate with DevOps and Marketing teams to generate reports and fulfill donor relations needs.
- **Administrative Operations**
 - Serve as a proactive administrative leader within the Philanthropy team, ensuring smooth daily operations and exceptional donor relations.
 - Conduct monthly audits of the Tocqueville Donor System for accuracy and completeness.
 - Prepare donor prospect summaries for upcoming meetings.
 - Monitor and track outstanding donor designation checks monthly to ensure proper allocation.
 - Review outstanding gift pledges quarterly to maintain system integrity and support outreach efforts.
 - Audit the MIS200 system quarterly to confirm donor funds are utilized within the standard one-year timeframe.
 - Assemble personalized donor packets and fulfill material requests.



- Provide logistical support for meetings, including scheduling, agenda creation, presentation development, RSVP tracking, and minute-taking.
- Maintain and update departmental calendars.
- Identify and implement process improvements to enhance administrative efficiency.
- Participate in early morning and evening meetings and events as needed.
- **Event Support**
 - Assist the events team during major organizational and affinity group events, dedicating up to 10% of time to event-related responsibilities.

Job Requirements /Technical Knowledge

- 1–3 years of experience in nonprofit, donor relations, or a related field.
- Proven experience in donor engagement or sales environments.
- Proficiency in Microsoft Office 365 (Outlook, Excel, Word, PowerPoint) and CRM platforms.
- Strong organizational and multitasking abilities with a track record of meeting deadlines.
- Excellent interpersonal skills, demonstrating trustworthiness, flexibility, and integrity.
- Ability to collaborate effectively across departments, including executive leadership.
- Strong analytical, research, and problem-solving skills, with the ability to evaluate donor prospects.
- Technological fluency with fundraising software and business systems.
- Willingness to travel and attend events outside standard business hours.

Compensation

- Commensurate with experience, education, and market, \$27-\$32 per hour. Competitive benefits.

Core Competencies

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

**Company Standards**

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org

Orange County United Way

18012 Mitchell South, Irvine, CA 92614

www.unitedwayoc.org