**Fundraising Data and Administrative Coordinator**

**Want to transform the world?**

**Join #TeamSOS!**

**Organization:**

SOS Children’s Villages, one of the world’s largest organizations dedicated to the care of orphaned and vulnerable children, operates in 136 countries, including the United States. Our comprehensive approach – strengthening families and communities, providing long-term care for children, educating and empowering youth, and advocating for children’s rights – transforms the lives of millions of children and families each year. And when humanitarian crises strike, we provide affected children and families with the supplies and support they need.

The SOS model works; in the US, 100% of SOS youth graduate from high school, and SOS alumni are 6 times more likely to graduate from college than youth in traditional foster care. According to the Boston Consulting Group, every $1 invested in SOS programs returns $14 in benefits to society. Over the last 70 years, our work has been supported by leaders such as the Dalai Lama and Nelson Mandela, and we have been recognized with numerous international awards and honors, including 14 nominations for the Nobel Peace Prize.

**Strategic Context and Position Summary:**

**SOS** Children’s Villages **USA** is at a critical juncture in defining its future successes. SOS USA has decades of knowledge and experience and is ready to carry out an aggressive and integrated fundraising and marketing strategy to diversify the revenue portfolio of the organization. This growth of both strategic investments and unrestricted revenues will increase the funds raised in the USA that is channeled to support SOS programs in the US and worldwide. We believe that our program and model have tremendous potential to support the growth of SOS USA over the next several years.

SOS USA is a member organization to SOS Children’s Villages International (SOS CVI), headquartered in Austria. As part of the SOS CVI network, there are tools, stories, narratives, evaluation data and proposals that SOS USA can access and share the knowledge and lessons learned from their peers.

**The Opportunity**

SOS USA is seeking a Fundraising Data and Administrative Coordinator to support the entire philanthropic team with inputting, organizing and reporting on the backend fundraising data that is generated from our work. This position will support and uphold best practices in all database, gift processing, donor/prospect relationship management, acknowledgements, research, and stewardship work. Additionally, the Fundraising Data and Administrative Coordinator will support data analysis to understand donor behavior and ensure overall success of the annual giving, corporate foundations, online giving and major and mid-level gift functions, as well as provide the necessary maintenance to ensure the overall health of the database. Finally, this position will also provide general administrative support and office management.

This position will report directly to the Manager of Fundraising and Data Analytics while working with the Director of Finance and Administration.

The ideal candidate will thrive in a high-energy, hands-on, fast-paced and entrepreneurial organization as part of a collaborative and cross-matrixed team. S/he is a go-getter and has the internal drive to make sure our data is as clean and usable as possible. The ideal candidate will also possess a high degree of focus, curiosity, logic and attention to detail and works collectively with a team to understand how best to structure, report on and collect our data.

The position is based in Washington, DC.

**Responsibilities**

***Donor Database***

* Records and inputs information into the database Revolution On-Line (ROI) and FR Now (we are in the middle of transitioning our database from ROI to FR Now), including: address updates, new prospect/donor information, gift information, cancellations, refunds and credit card information.
* Support data integrity and facilitate the transfer of data through all systems, including SOS-USA’s database of record Engaging Networks, and Vantiv.
* Complete daily data entry of biographical and gift information.
* Help maintain fundraising software, monitor industry news, and make relevant recommendations for additional functionality.
* Assist with the development and maintenance of coding system for donor and gift information in database.
* Help analyze statistics and detect trends for use in data-driven decision-making. Work with staff to maintain and produce reporting and analysis documents for each fundraising function.
* Perform sophisticated list planning and segmentation for direct mail, telemarketing campaigns, and in-house mailings.
* Manage data imports and exports from multiple sources in a timely and efficient manner, including list orders from outside vendors.
* Collaborate with other teams, to ensure accurate record updates and gift entries.
* Managing workplace giving and matching gifts download and data entry.

***Sponsorship and Donor Support***

* Supports fundraising and operations by developing and manipulating spreadsheets, utilizing mail merge, creating reports, preparing large-scale mailings, copying, editing, filing and other related functions.
* Process all incoming Engaging Networks requests, including donations, P2P sign-ups, and pledges as needed.
* Support the timeliness of communications and information tracking processes for acknowledgements, recognition, interests, biographic details, payment reminders, donor concerns, fraud, and continuing cultivation of all donors to enhance relationships with SOS-USA.
* Manages donor gift and pledge acknowledgments for Philanthropy and Corporate and Foundation Relations teams.
* Assist in answering incoming calls to the general line from current and potential donors.

***Office Administration***

* Provides general office support by Fed-Ex, copying, mailing, faxing, etc.
* Works with Director of Finance & Administration to coordinate IT needs and maintenance of office equipment, including telephone service.
* Manages office inventory related to print collateral and printing supplies.
* Sorts and distributes office correspondence
* Maintains common areas such as the kitchen and conference rooms
* Conducts inventory on all kitchen and office supplies
* Coordinates conference room calendar, team meetings, and catering for meetings as requested.

***New Staff Support***

* Staff office/computer/phone/account set up (with support from IT)
* Ordering business cards

***Vendor Coordination and Requests***

* TF Cornerstone // Data Watch Systems (Office Building)
	+ Submit and track building requests
	+ Order and assign bathroom and office keys and FOBs
	+ Reserve basement conference room for special events
* Amazon and Staples
	+ Order general office, printing, and IT supplies
* Baldwin Graphics
	+ Order staff and board business cards
* FedEx
	+ Create shipping labels and mail packages, per request

***IT Support and Coordination***

* Work with ATS to maintain “All Staff” and “All Intern” email address
* Create accounts for incoming staff and interns
* Work with ATS (bi-weekly, IT on-site) to run software updates and have laptops and monitors ready for use

***Internal Meeting Support*** *(as needed)*

* Set up conference line/video meeting platform
* Prepare conference rooms for external visitors
* Order/display breakfast, lunch, etc. depending on meeting or special event

***CEO Office Support*** *(as needed)*

* Back up support and cross-training to assist Executive Assistant as needed.

**Requirements**

* Bachelor’s degree or equivalent experience.
* Experience in administrative support in a fast-paced work environment.
* Knowledge of FR Now, Raiser's Edge, Salesforce, or other CRM systems as well as knowledge of merchant vendor services and direct mail processors.
* Direct experience with fundraising operations ideal.
* Familiarity with other programming languages and statistical programs (R, Python, Stata, etc.) a plus.
* Excellent interpersonal and verbal communication skills, with the ability to act in a mature.

and professional manner with donors and trustees.

* Good organizational skills required, with strict attention to detail in all tasks.
* Strong commitment to customer service.
* A proven record of working cooperatively and flexibly as part of a team.
* PC proficiency and experience with Microsoft Office required.
* Ability to multitask and set priorities.
* A positive attitude and strong work ethic.
* Affinity to the cause of SOS Children’s Villages.

**To apply, submit a resume and cover letter, three references, and the online application.**