



LITTLE LIGHTS

Volunteer and Development Coordinator (fulltime)

REPORTS TO:

Deputy Director and Development and Communications Director

ABOUT US:

Little Lights Urban Ministries recently celebrated 26 years of ministry in under-resourced communities in Washington, DC, particularly focusing on empowering residents of three public housing communities in Southeast DC: Potomac Gardens, Hopkins, and Benning Terrace. Little Lights is a community, faith-based organization offering academic tutoring, one-to-one mentoring, and spiritual programs for kids, workforce development programs for teens and adults, and family strengthening and spiritual programs for adults and families.

JOB PURPOSE:

The Volunteer and Development Coordinator has a two-pronged role: 1) To recruit volunteers volunteer groups and ensure they have a smooth, positive, and meaningful volunteer experience; and 2) To provide support in development and fundraising through marketing, communications, and administration. Each year Little Lights partners with 650+ volunteers and processes more than \$1 million in donations from individual donors.

DUTIES AND RESPONSIBILITIES:

Volunteer Coordination

1. Recruiting Volunteers

- Connecting with and maintaining relationships with churches, universities, and other groups in order to recruit volunteers
- Posting volunteer opportunities on various online recruiting sites
- Developing volunteer recruitment content for emails, social media posts, fliers, etc
- Representing Little Lights at various fairs and recruiting events

2. Arranging Volunteer Placement and Tracking Volunteer Information

- Working with Little Lights program staff to determine appropriate volunteer placement
- Tracking and managing volunteer information in Salesforce
- Compiling volunteer data for annual reports, board reports, and other publications

3. Crafting an Organized and Positive Volunteer Experience

- Communicate promptly and professionally with volunteers
- Supporting current volunteers and create strategies for increased retention
- Surveying and soliciting feedback from volunteers

4. Coordinating Volunteer Training and Appreciation Events

- Facilitating New Volunteer Orientation throughout the year
- Organizing annual Volunteer Appreciation Party

Development Coordination

- **Communications and Marketing**
 - Drafting and posting blog pieces
 - Graphic design support for digital communications
 - Sending out emails through Mailchimp
 - Updating of information on WordPress website
- **Assisting with Events Management**
 - Assisting and coordinating with the Executive Director / Development and Communications Director to execute fundraising events each year.
 - Responsibilities include data management, acknowledgements, managing volunteers, and coordination of details for a clean, smooth, successful event.
- **Recording All Donations in Salesforce**
 - Tracking all incoming one-time and monthly donations in our database, Salesforce, and in Quickbooks with meticulous attention to detail
- **Maintaining and Updating Donor Profiles in Salesforce**
 - Running maintenance reports in Salesforce to regularly clean up our records
 - Updating donor profiles as they alert of us of address or name changes
 - Ensuring data accuracy and alignment across several platforms (Stripe, Quickbooks, Salesforce, and Mailchimp)
- **Assisting with the Stewardship Process**
 - Processing timely thank you letters and acknowledgements for donations
 - Creating donation receipts, as needed
 - Communicating professionally and competently with donors
 - Navigating Stripe, our donation processing system, with great attention to detail to implement changes requested by donors
- **Assisting in Direct Mail Fundraising**
 - Assisting with writing and editing of fundraising appeals
 - Working with print and mailing vendor for delivery of direct mail appeals
 - Working collaboratively with other Development staff and leadership to increase donations via direct mail
- **Technology and Software Support**
 - Managing donation pages for fundraising campaigns
 - Assisting with maintenance of Givelively donation portal
- **Other duties as assigned**

PREFERRED QUALIFICATIONS:

1. Bachelor's degree preferred but not required
2. Exceptional organizational and administrative skills
3. Strong attention to detail and process
4. Excellent writing and communication skills
5. Proficiency in Google Suites and Microsoft Office especially Word and Excel
6. Experience in Salesforce preferred
7. Ability to build rapport and engage easily with volunteers and donors
8. A proactive approach to problem-solving
9. A high degree of professionalism
10. A heart for serving underserved youth and families

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The Volunteer and Development Coordinator will be expected to work occasional evening and weekend hours for special events and trainings, and may be asked to carry materials for events and around the office. Would need to be able to lift 30+ lbs and drive.

SALARY:

\$44,000 - \$50,000 based on skills and experience. Health coverage included, along with paid Federal holidays and generous paid personal leave.

START DATE:

January 2022

LOCATION:

760 7th Street, SE, Washington, DC 20003

TO APPLY:

Send your cover letter and resume to admin@littlelights.org. No phone calls, please.

760 7TH STREET, SE, WASHINGTON, DC 20003 | WWW.LITTLELIGHTS.ORG