



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title: Development Coordinator
Reports To: Development Director
Division: Administration

Position Code.: 1042-110
Classification: Non-exempt
Date: 03/2024

JOB SUMMARY:

Under administrative direction, plans, coordinators, and executes communications and strategies for donor acquisition, retention, and stewardship for the Metropolitan Library System (MLS), the Library Endowment Trust (LET), and the Friends of the Library (FOL). Manages the donor database for the Metropolitan Library System and provides the stewardship and reporting necessary to grow and retain the donor pipeline.

ESSENTIAL JOB FUNCTIONS:

- Provides efficient guest service to all internal and external guests.
- Monitors and tracks all monetary and material donations made to the LET, FOL, and other special funds or campaigns benefitting MLS; acts as an initial contact for donations that are made to the library.
- Monitors and tracks memberships, donations, and correspondence coming into the office for the Friends of the Library and the Library Endowment Trust; works accordingly with the organization's accountants to ensure reports are accurate.
- Collaborates with the Volunteer Coordinator to upload information from the volunteer management system into the donor database.
- Utilizes the donor database to its fullest extent ensuring that all monies are reported into the database upon receipt and the reporting functionality of the database is used for committee and administrative needs.
- Serves as the donor database administrator for the Development department, ensuring proper operation of the database system, including teaching new users, learning new functionality, and working with the IT department to upgrade software.
- Develops resources and reports, as needed for the Development team, library staff, the LET, and FOL, including, but not limited to, charts, graphs, minutes, agendas, and tables.
- Manages and writes the updates for the Development and Volunteer Services public web pages for MLS, including pages for the LET and FOL, and writes and designs special articles for internal and external websites as directed by the Development Director.
- Participates in various library committees providing insight and input as needed; represents the Development Director as requested.
- Promotes the activities of the LET and FOL to the appropriate library staff, commission members, communities, associated organizations, and entities.
- Develops reports, as needed, for the Development team and library staff.
- Working with the Development team, stewards donors and volunteers to MLS, the LET and FOL.
- Serves as the Development department purchasing submitter, including reviewing and attesting that purchases are reasonable and necessary, appropriately priced, included in the budgeted funds, and abide by all purchasing policies and procedures.
- Resolves problems and interacts with guests, library staff, donors, and volunteers in person and over the telephone.
- Completes all required and assigned training on time.
- Champions the library's strategic goals and initiatives with the system's mission and core values in mind.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library guest records, the Donor Bill of Rights, and the Code of Professional Ethics.
- Performs other related duties as assigned.

FREQUENCY OF TRAVEL REQUIREMENTS:

- Frequent local travel to support the business needs of the LET, FOL, and library.
- Occasional travel within the state or nationally for appropriate professional development and networking.

INTERACTION:

- Interaction with all levels of library staff, Commission, FOL, and LET members, partners, and volunteers.

MATERIAL AND EQUIPMENT USED:

- Audio/Visual Equipment
- Computer(s)/Printer(s)
- General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

- Bachelor's degree from an accredited four-year college or university; and
- Two years of experience in a non-profit organization.

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Experience with donor management and gift processing software(s).

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Database report writing, queries and exports; expert level proficiency with Microsoft® Office
- Office administrative and secretarial practices and procedures.
- Recordkeeping, report preparation, filing methods, and records management techniques.
- Basic budgetary principles and practices.
- Basic knowledge of library organization, policies, procedures, and equipment.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Providing varied, responsible, and often confidential office administrative assistance to a director level position and associated Board of Trustees and satellite committees of same plus volunteers.
- Using tact, discretion, initiative, and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations and problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Proofreading copy and accounting reports.
- Using interpersonal relations at an advanced level to effectively interact with others to give and extricate information in a courteous and friendly manner.
- Communicating clearly and effectively, both orally and written.
- Applying active listening techniques.

Mental and Physical Abilities:

- Ability to interact with diverse audiences effectively.
- Ability to read, analyze, and interpret professional periodicals and journals, technical procedures and government regulations, including non-profit regulations.
- Ability to review accounting reports for accuracy.
- Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering phones or speaking in person to guests requiring assistance.
- Ability to define problems; collect data; establish facts and draw valid conclusions.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, speak and hear and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to reach, climb, stoop, kneel, crouch, crawl, or lift and/or move up to 50 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like.
- Occasional evening or weekend work required.
- This position is eligible for Core and Emergency telework.

SUMMARY STATEMENT:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.