



## AmeriCorps Donor Relations Coordinator Summer VISTA Position Description

### ABOUT AMERICORPS VISTA

Being an AmeriCorps VISTA member is about making a tangible difference for communities and individuals dealing with some of our Nation's biggest challenges: poverty, inequity, homelessness, and lack of access to education. VISTA members help to build the capacity of organizations that are working to alleviate poverty all across the country. As a VISTA member you will serve in a project identified and managed by the community while earning a modest living allowance that reflects the income level of the community where you're serving. [Read more about member benefits here.](#)

If you're interested in the Table to Table position, please submit your resume and cover letter to Nicki Ross at Table to Table at [hr@table2table.org](mailto:hr@table2table.org)

**Position Summary:** The Donor Relations Coordinator is responsible for developing and implementing existing and new donor communications strategies in coordination with the Development and Communications Coordinator and the Program Manager. This position focuses on both food and financial donor engagement and recognition through planning content creation and communication touchpoints.

### **Essential Functions:**

#### Financial Donor Engagement Program Development

- Assess current financial donor relations strengths and gaps with the support of staff, and determine engagement needs
- Conduct and document research to determine creative solutions to donor engagement needs
- Develop a Financial Donor Communication Plan with the following goals:
  - Retaining first-time donors
  - Recognizing top and recurring donors with regular communication touchpoints
  - Recapturing lapsed donors

#### Food Donor Engagement Program Development

- Understand food donor impact and relations by participating in food rescue routes and program activities
- Review current Food Donor Communication Plan and identify any areas that need improvement based on staff feedback and current research
- Update Food Donor Communication Plan as needed and determine timeline for implementation

#### Donor Engagement Implementation

- Prepare templates for materials that share impact and appreciation with donors, such as newsletters, flyers, and videos
- Prepare templates for materials that recognize donors and share their stories with the community, such as articles, spotlights, and videos
- Use templates to craft new content as needed based on Communication Plan

#### Donor Engagement Measurement, Tracking and Recording

- Develop criteria for tracking and measuring both food and financial donor responses and outcomes to new communication activities.
- Record this data for assessment to continue improving donor relation activities.

#### Supervise Volunteers and Participate in all T2T Volunteer Roles

*(occasional weekly support, not primary daily responsibility)*

- Greet and assist volunteers and coordinate daily routes by getting volunteers started and directing their tasks for the day.
- Update volunteer schedules for route and facility volunteers.
- Find last-minute volunteer subs for open routes.
- Communicate with key staff at donor/recipient sites to ensure smooth pick-up and delivery of donations.
- Record volunteer feedback concerning donors or recipients, vehicles, and volunteer availability and absence information, and maintain communication with staff to pass on pertinent information that impacts the planning and management of the food rescue program.
- Answer phone calls, greet visitors, and accept walk-in donations
- Respond to requests for on call food pick up or distribution and add into daily route schedule as able
- Unload and organize food received at Table to Table and work with staff to determine the appropriate distribution of drop-in donations.
- Accompany volunteers on food rescue route delivery when needed.
- Complete shop/facility duties normally done by volunteers as needed.
- Facilitate agency pickups when not done by a volunteer
- Supervise shop, floater, data, and reception volunteers
- Supervise volunteer special projects and group van cleanings as needed

#### Other Duties

- All employees of Table to Table answer phones and respond to inquiries that may fall outside the scope of their essential duties.

#### **Typical challenges this position will face:**

- Frequent interruptions, especially during hours with heaviest volunteer activity.
- Last minute volunteer scheduling conflicts.
- Making sound, quick decisions based upon available information.

#### **Work Environment:**

- In general, works in an office environment.
- May require providing back-up and/or additional help for volunteers as needed.

- Will need to drive vehicles to pick-up or deliver donations on occasion.
- Moderate physical demands, regularly lifts 20-40 lbs.
- Able to manipulate normal office machines and technology For example; able to operate computer and computer systems, office copiers, fax, phones.