

Development Coordinator

Location: Knoxville, TN

Reports To: Director of Development

Status: Full-time, non-exempt

Salary Starting at \$42,000/year based on
experience

Preferred Start Date: TBD



Organizational Overview

The Volunteer Ministry Center (VMC) is a non-profit 501(c)(3) organization and offers specialized services to individuals experiencing homelessness and those within our community who are in crisis. VMC's programs support its two-fold mission of facilitating permanent supportive housing for those who are homeless and providing services to prevent homelessness.

VMC operates several programs: The VMC Resource Center, Rapid Rehousing, The Bush Family Refuge, Minvilla Manor & Caswell Manor, Street Outreach, and The VMC Dental Clinic.

The goal for all clients is housing. Utilizing case management and the 'Housing First' approach to ending homelessness, VMC assists individuals into permanent, supportive housing and provides the resources necessary to maintain housing. Once housing is achieved, the case management relationship continues until a level of self-sufficiency is reached, thus ensuring success.

Position Summary

The Development Coordinator plays a critical role in advancing the fundraising efforts of VMC by assisting with the implementation of development plans and strategies in support of the organization's mission. This key role reports to the Director of Development and Marketing and supports the entire development team through tasks such as donor research, donor database management, event coordination/logistics, and timely, effective communication with donors.

Key Responsibilities

Donor Database Management

- Maintain and regularly update donor database with the highest level of accuracy and confidentiality.
- Process all gifts, pledges, recurring donations, and acknowledgments in a timely and donor-centric manner.
- Develop queries, reports, dashboards, and mailing lists to support fundraising initiatives and campaigns.
- Regularly audit the database to ensure data integrity including deduplication, proper coding, and standardized entry practices.

Donor Engagement & Stewardship

- Track donor engagement metrics and assist in donor retention strategies including preparing recommendations for engagement priorities to the Director of Development.
- Ensure timely acknowledgment of donations: Support stewardship activities by coordinating thank-you calls, handwritten notes, reports, and other donor touchpoints.
- Assist in creating segmented donor lists for communications, events, and targeted appeals.
- Help organize and execute donor events, tours, and recognition efforts.

Collaboration and Support

- Provide donor data and analytics to the Director of Development and leadership team as needed.
- Collaborate/support Social Media efforts to ensure personalized and targeted outreach.
- Assist with the annual fundraising calendar and appeals.
- Provide support during special campaigns.

Qualifications

- Associate or bachelor's degree in nonprofit management, business, communications, or a related field preferred.
- Marketing or PR experience is a plus.
- Minimum 2 years of experience in nonprofit development, donor relations, or database management.
- Proficiency in data management and analysis: Familiarity with donor databases (DonorPerfect preferred) and reporting tools.
- Proficiency in Microsoft Office Suite (especially Excel); experience with mail merges and basic data analysis.
- Strong organizational and time management skills: Ability to manage multiple projects and meet deadlines.
- Excellent communication and interpersonal skills: Ability to interact effectively with donors, staff, and volunteers both digitally and in-person.
- Problem-solving and critical thinking abilities: Capable of identifying and resolving issues related to development and relationship-building efforts.
- Ability to maintain confidentiality and discretion in all donor matters.
- Self-motivated, flexible, and able to manage multiple priorities in a collaborative environment.

Work Environment & Benefits

- This is a full-time, on-site position based in Knoxville, TN.
- Occasional evening or weekend hours may be required for donor events.
- VMC offers a supportive, mission-driven culture with competitive benefits including health insurance, PTO, and professional development opportunities.

How to Apply

Interested candidates should submit a cover letter, résumé to **sallen@vmcinc.org**. Applications will be accepted on a rolling basis until the position is filled.