

DRINKER BIDDLE & REATH LLP
DONOR SERVICES COORDINATOR
JOB POSTING

JOB TITLE: Donor Services Coordinator	STATUS: Non-Exempt
REPORTS TO: Donor Services Operations Manager	LOCATION: Philadelphia, PA or Chicago, IL
<p>SUMMARY: We have an immediate opening for a Donor Services Coordinator to join our team! The Donor Services Coordinator (“DSC”) is a staff position within Drinker Biddle & Reath LLP, working with donors on their requests to make donations to nonprofit charitable organizations through donor-advised fund accounts they have with a client of the firm. The DSC’s primary responsibility is stewarding existing donors of the charity through the donation process.</p> <p style="text-align: center;"><i>The hours of this role are 10:00 a.m.-6:00 p.m. Eastern Time (Monday-Friday).</i></p> <p>The DSC will also serve as the initial donor relations point of contact for potential donors and advisors (including financial advisors, accountants and attorneys) who contact the charity. <u>Important to Note:</u> the DSC does not perform any direct or unsolicited cultivation of donors (this is not a sales role).</p> <p>Other responsibilities of the DSC include answering questions related to the website used by donors to interact with the charity; assisting donors with completing forms for new accounts and setting up new accounts; sending welcome letters to donors and along with asset transfer instructions; data entry and data tracking; processing contributions and grant requests; and assisting the Donor Services Operations Manager as necessary. The DSC will also assist with other functions within the firm’s Nonprofit Group as needed.</p> <p>It is essential that this person be a self-starter and able to work well both in a team environment as well as independently. This role is expected to be a substantive contributor to the outcomes described and must ensure that client service and client satisfaction are attained in all areas. In addition, in accordance with the firm’s Client Service Initiatives, the Donor Services Coordinator must display good judgment and effective interpersonal communications on a consistent basis. Confidentiality and discretion are also required consistently.</p>	
<p>ESSENTIAL JOB FUNCTIONS:</p> <ul style="list-style-type: none"> • Shared responsibility as primary point of contact for all donors and potential donors to the charity and to the advisors (including financial advisors, accountants and attorneys) of same. • Answer donors’ and financial advisors’ questions relating to utilizing the online technology used by the charity for donor interactions, including access through the portal. • Assist donors with completing forms for new accounts and set up new accounts; and send welcome letters to donors and asset transfer instructions to financial advisors. • Enter new account information into the database, log calls and notify appropriate staff of completion. • Perform due diligence on recommended grants; contact donors and other advisors if more information is needed. • Assist with (or back up) other Call Center administrative duties as necessary. • Reconcile the charity’s checking account on a weekly basis. • Assist with other Nonprofit Group administrative functions as needed, including: <ul style="list-style-type: none"> ○ Account reconciliation ○ State charity solicitation registration and renewal ○ Nonprofit formations ○ Research and writing projects ○ Social media • Assume additional responsibilities as requested. <p><i>The statements contained in this job description are not necessarily all-inclusive; additional duties may be assigned and requirements may vary from time to time.</i></p>	

KNOWLEDGE, SKILLS & ABILITIES:

- Proficient computer skills, including knowledge of Windows 7, Microsoft Office 2010 and Outlook.
- Excellent customer service skills.
- Strong interpersonal and oral and written communication skills.
- Strong organizational skills.
- Strong attention to detail.
- Ability to think strategically with careful attention to detail.
- Must be a highly motivated, personable self-starter who is able to manage multiple projects simultaneously and successfully, many with tight deadlines.
- Ability to assess, adapt and reprioritize projects quickly when situations change.
- Unbiased judgment, sound discretion and openness to the views of others.
- Ability to interact with people in a manner that shows sensitivity, tact and professionalism.
- Must have excellent interpersonal skills and the ability to maintain effective working relationships with all levels of firm personnel and diverse groups of people.
- Able to quickly grasp the goals, service, culture and strategy of both the firm and the department.
- Candidate must conduct him/herself professionally in appearance and actions; must set a positive example for all personnel and support a collegial and collaborative work environment.
- Adhere to and serves as a role model for the firm's Client Service Standards.
- Willingness to be flexible and perform responsibilities not specifically identified in the job description and assume new responsibilities as the department's and firm's needs change.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Bachelor's degree or equivalent work experience

We are an Equal Opportunity Employer and we offer an excellent total compensation package, which includes medical/dental coverage (PPO/HD), vision care, life insurance, short and long-term disability plans, 401(k) with employer match, paid vacation/holiday/sick days, wellness programs and more.

HOW TO APPLY: Interested candidates should send resumes and cover letters, including salary expectations, to human.resources@dbr.com and reference "**DSC**" in the subject line. *Incomplete applications will not be considered.*