



## Job Posting: Donor Stewardship Coordinator

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**Title:** Donor Stewardship Coordinator

**Reports to:** Vice President of Individual Giving and Foundations

The National WWI Museum and Memorial (“Museum and Memorial”) is America’s leading institution dedicated to remembering, interpreting and understanding the Great War and its enduring impact on the global community.

The National WWI Museum and Memorial is committed to an inclusive and diverse workforce. We welcome people of all backgrounds, experiences, and perspectives to enhance the work that we do.

**Job Summary:** This position is responsible for external donor relations, providing a quality first impression for members, donors, guests and event attendees. Internally, the Donor Stewardship Coordinator provides event planning, data management and scheduling and logistical support across the department. The incumbent will be a self-starter, self-confident professional, able to take the initiative and collaborate with constituents across the organization.

The Donor Stewardship Coordinator supports the development staff lead in all aspects of event development and execution. Responsibilities to include planning, executing and collaborating with the event host to provide guests with a positive impression by offering a superior customer service experience.

The Donor Stewardship Coordinator will lead the planning, implementation and coordination of commemorative giving programs. Responsibilities will also include support for gift entry, donor correspondence management and the implementation of the donor gratitude program.

The incumbent is expected to embrace the National WWI Museum and Memorial’s stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

This is a full-time, non-exempt position. Monday through Friday schedule; with the flexibility to work outside of standard work hours, as needed. Able to work alternative hours, including evenings, weekends and holidays, as needed. It is anticipated the work schedule will be adjusted to accommodate the cultivation event activities.

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### Responsibilities:

#### Donor Interaction and Engagement

- Manage Walk of Honor and Memorial Bench programs, including donor communication, installation and dedication activities.
- Support the Development team’s comprehensive stewardship program that builds philanthropic giving and engagement with the Museum and Memorial.
- Provide strong customer service, interpersonal and positive attitude skills.
- Manage mail merges, mailing lists, data base reports and data entry projects.

#### Event Support

- Provide planning and logistical support to development department and organizational events or projects.
- Manage significant event related activity with minimal supervision.

#### Development Team Support

- Coordinate details for planning meetings and similar events.
- Collaborate on annual and long-range development plans to maximize support for the Museum and Memorial.



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- Update job knowledge by participating in educational opportunities; maintaining personal networks.
- Be able to work flexible hours, including evenings, weekends and holidays.
- Other duties as assigned.

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**Education and Experience:** Some college, Associates degree or above is desired and/or related work experience in a business setting. Nonprofit and/or fundraising experience is a plus.

- Exceptional attention to detail
- Pleasant and highly professional demeanor, able to work with community and business leaders.
- Able to manage several projects, some will be deadline driven.
- Strong creative thinking/problem solving skills.
- Proficient in Microsoft Office products and data-base products.
- Prior customer service experience.
- Strong communication and organizational skills, able to work with internal and external contacts to resolve problems or concerns.
- Positive/calm disposition, experience with handling stressful, fast-paced situations and dealing effectively with conflict.

Must show proof of being fully vaccinated for COVID-19, to work safely with staff, volunteers, and guests in the Museum and Memorial. Applicants who become fully vaccinated by their start date will also be welcome.

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**Work Environment:** *This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, point of sale computer equipment.*

**Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.*

*The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions.*

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### **The National WWI Museum and Memorial is an equal opportunity employer.**

The National WWI Museum and Memorial is an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. The Museum and Memorial strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender (including gender nonconformity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, past, current, or prospective service in the uniformed services, genetic information, sexual orientation, familial status, marital status, or any other characteristic protected under applicable federal, state, or local law. All Museum and Memorial employees, other workers, and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits, and termination of employment. The Museum and Memorial complies with the



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Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Missouri Human Rights Act (MHRA), and all applicable state and local laws. Consistent with those requirements, the Museum and Memorial will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Human Resources department. The Museum and Memorial also will, where appropriate, provide reasonable accommodations for an employee's religious beliefs or practices.

**Salary and Benefits:** The National WWI Museum and Memorial offers a competitive salary.

### Application Instructions and/or Questions:

**Please send your resume, salary requirements and cover letter to:**

#### **Human Resources**

National WWI Museum and Memorial

2 Memorial Drive

Kansas City, MO 64108

Email: [human-resources@theworldwar.org](mailto:human-resources@theworldwar.org)

**NO PHONE CALLS PLEASE.**

Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information.

Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.