

**COORDINATOR, DONOR EXPERIENCE AND EVENTS (FULL-TIME)
JOB DESCRIPTION**

POSITION INFORMATION

Job Title:	Coordinator, Donor Experience and Events
Team:	Donor Experience
Reports to:	Manager, Donor Experience
Date Completed:	May 19, 2026
Date Revised:	
Salary Band:	\$54,000 – \$67,000

REASON FOR SUBMISSION

New Position:	
Change in Responsibilities:	Additional support for Events Team
Other (specify):	

POSITION PURPOSE

State the **primary purpose and outcome** of the **position**.

The **Coordinator, Donor Experience and Events** provides critical administrative, operational, and donor relations support to both the Events & Community Partnerships (ECP) and Donor Experience (DE) teams. This position ensures the effective execution of fundraising events through accurate participant tracking, invoice processing, team administration, and the maintenance of data integrity within Blackbaud Raiser’s Edge. This position also supports the DE Team by implementing recognition and stewardship activities, coordinating donor impact communications, and assisting with donor recognition events and celebrations.

TEAM SUMMARY

Summarize (**2 – 3 lines**) the **primary role** of the **department/team** that this job works with.

The Donor Experience Team is responsible for the engagement, acknowledgement, recognition, and stewardship of donors. The Team is accountable to donors to increase donor retention, loyalty and giving to meet revenue goals over the long-term.

The Events & Community Partnerships Team lead the planning and execution of Special Events, support Community Event partners including VIP Community Events (revenue >\$50K), and deliver the Foundation’s community fundraising activities.

ACCOUNTABILITIES & ACTIVITIES

List the key accountability of the position. For each accountability, list the activities involved in accomplishing the accountability. When describing each accountability, answer the question, “What are the main functions of this job?” When describing the activities for each accountability, answer the question, “How is the accountability accomplished?”

Accountability	Administration & Operational Support
<ul style="list-style-type: none"> • In collaboration with Donor Experience (DE) Portfolio, assist with planning for donor events, tours, and small-group meetings as required • In collaboration with Events and Community Partnerships (ECP) Portfolio, assist with planning for all Southlake Health Foundation Signature Events and Third-Party Events • Maintain internal systems, procedures, and documentation related to donor experience and events • Track meeting outcomes, and deliverables • Support correspondence, letters, emails, acknowledgements, and stewardship materials • Provide administrative support to the DE Team including drafting briefs, meeting preparation, creating and managing critical paths • Provide administrative support for agreements – including sponsorship, donor recognition and gift agreements • Data entry for all event, recognition and stewardship activities • Support with maintaining and implementing the Donor Matrix and Donor Experience pipeline • Maintain Team and Foundation shared calendars for all DE and ECP activities • Liaise with Hospital staff, volunteers, donors and community partners in a professional manner to foster long-term, meaningful relationships 	
Accountability	Customer Relationship Management (CRM)
<ul style="list-style-type: none"> • Enter and maintain accurate donor and event participant information in the CRM (i.e. Blackbaud Raiser's Edge), including actions, proposals, contact reports, and relationship data • Maintain the donor recognition structure within the database and prepare associated reports • Maintain donor recognition coding and stewardship reporting structure in the database • Create and update all event module tracking for both Foundation special events and donor events • Support with trouble shooting across CRM and fundraising platforms (Raiser's Edge, Luminate and Crowd Change) • Ensure data is clean, consistent, and aligned with Foundation practices • Generate donor lists, reports and queries to support event fundraising planning and performance tracking 	
Accountability	Event Support
<ul style="list-style-type: none"> • Event day and pre-event support for Special Events (Gala, Golf Run), VIP Community Events and Donor Experience cultivation, recognition and stewardship events • Assist with event day volunteers for Special Events and VIP Community Events • Coordinate donor events, tours, and small-group meetings as required • Help maintain internal systems, procedures, and documentation related to donor events • Coordinate online and in-person auctions sourcing auction items and managing Givergy online auction platform • Coordinate logistics for all donor and foundation events including managing calendars, event briefs, room bookings, etc. 	

Accountability	Foundation Team
<ul style="list-style-type: none"> • Work as a team player actively promoting a positive and professional work environment and culture • Conduct role with integrity and respect and with a focus on demonstrating the Foundation’s values • Act as an ambassador throughout the community, positively representing the Hospital and the Foundation • Maintain donor and Foundation confidentiality and privacy at all times • Demonstrate a commitment to exceptional donor experience • Abide by the Occupational Health and Safety Act, and work in a manner that is safe, reporting incidents immediately to direct supervisor • Adhere to the policies and procedures of Southlake Health and Southlake Health Foundation • Perform other duties as assigned in order to meet the overall goals and objectives of the Foundation • Maintain and advance professional knowledge of and expertise in relevant fields ▪ Develop and be able to communicate a strong understanding of Southlake’s and the Foundation’s strategic priorities and exemplify Southlake’s shared values: <ul style="list-style-type: none"> • Serving with purpose • Always with compassion • Power of many • Every voice matters • Courage to think differently 	

TECHNICAL KNOWLEDGE & SKILLS

List the minimum requirements to perform this job (e.g., education, years of experience). Be specific and include as many points as necessary.

- Bachelor’s degree or equivalent experience
- 2 years of relevant fundraising experience
- Experience with Raiser’s Edge or similar CRM is strongly preferred
- Demonstrated commitment to donor relations and knowledge of donor centered fundraising principles
- Excellent interpersonal skills
- Strong written and oral communication skills
- Ability to work with senior leaders, physicians, and other foundations effectively and collaboratively
- High level of professionalism, diplomacy, judgment, diligence, and the ability to maintain confidence
- High attention to detail and accuracy in data and documentation
- Exceptional organizational skills and the ability to manage multiple projects with competing deadlines
- Proficiency in Microsoft Office (Word, Excel, PowerPoint)
- Comfortable working collaboratively and cross functionally within a mission-driven organization
- Willingness to work flexible hours, including some evenings and weekends

CONTACTS

List internal and external contacts that the position interacts with on a regular basis and the purpose for the interaction such as exchanging information, providing explanations, influencing others, reaching agreements, soliciting funds, etc. in all forms of communications.

- Major Gifts/Planned Giving Team – support the team with donor reports, agreements, communications and all events
- Marketing and Communications Team – share and exchange information
- Finance & Corporate Services – share and exchange information
- Development Operations Team – donor database, website back-end operations, lists for development projects.
- Annual Giving - collaborate to ensure donors needs are being met
- Foundation Staff – provide cross functional support as required
- Donors and Prospective Donors – interact with at events
- Hospital Family – interact with as event participants, speakers and contributors
- Hospital Facilities - collaborate on event preparation and physical donor recognition
- Clinical partners - work together to show impact to donors, including tours and events
- External vendors – third party as it relates to recognition, events, and other miscellaneous
- Volunteers – members of Community Cabinet, Event Committees and Event Organizers

ACCOUNTABILITY/INITIATIVE:

INDEPENDENT DECISION MAKING

List examples of decisions made or duties performed without reference to your supervisor or subsequent checks.

- Maintaining recognition/stewardship tracking and reporting system
- Implementation of agreed upon plans
- Completion of duties within scope of authority

CONSULTATIVE DECISION MAKING

List examples of decisions made or duties performed which require consultative approval from your supervisor.

- Development of annual strategy and budget
- Approval of new approaches, systems and tools
- Changing priorities
- Issues outside scope and accountability.

RESPONSIBILITY FOR RESOURCES

State any financial responsibility for fundraising, acquisition and/or expenditure of funds, financial information, inventory, property, equipment and information systems.

- Contribute to the development of budgets and implement and monitor progress against approved budgets and plans
- Ensure accuracy of invoices for processing
- Monitor and maintain Foundation event equipment

SUPERVISORY/LEADERSHIP

Describe any leadership role the position takes in the organization. Include the number of staff the position directly supervises or for whom it is directly accountable.

- Support for Volunteers

IMPACT

- Administrative support to promote positive relations with donors, volunteers and the general public to prevent damage to the Foundation’s reputation and loss of potential donations
- Manage accurate and timely coding of donor recognition/stewardship activities to ensure donor trust and satisfaction – that will enhance donor loyalty and increased giving
- Efficient and effective administrative support to associated Committees contribute to the professional operation of the Foundation.