

Development Coordinator

Worcester County Food Bank works alongside people experiencing hunger, our network of Partner Agency food pantries and meal programs, and community and government partners to understand and address hunger together. We distribute healthy, culturally familiar food to our neighbors and help connect people with food and nutrition benefits that can provide greater stability over the long term. We also strengthen local solutions that improve people's access to food and work to advance local, state, and national policies and systems that address the conditions that cause hunger.

We're working toward a future where everyone has reliable access to the food they need and want.

Job Summary

The Development Coordinator supports WCFB's fundraising efforts across donor engagement, fundraising campaigns and grants, reporting, digital fundraising, and development operations. This position takes a broad view of the systems and processes that support effective fundraising, helping maintain the integrity and usefulness of WCFB's donor database, improve workflows, support online giving and email strategies, and provide information that helps the team track progress and make informed decisions. The Development Coordinator also plays a hands-on role in daily gift entry and processing and works closely with the Senior Development Associate and Director of Communications and Development to ensure gifts are processed accurately, donors receive a responsive and thoughtful experience, and the development operation runs smoothly.

We strongly encourage people of color, women, LGBTQ+ individuals, people with disabilities, and people with lived experience of hunger and/or poverty to apply. We believe our work is stronger when it reflects the communities we serve.

Responsibilities

Donor & Community Engagement

- Provide a warm, professional, and responsive donor experience via phone, email, and in person
- Prepare donor bios and giving histories and conduct prospect research to support major gifts, corporate giving, and grant efforts
- Support the planning and execution of fundraising campaigns, appeals, and donor engagement activities.
- Represent WCFB at community events and public-facing engagements as needed.
- Assist with coordination of and planning for WCFB events as needed.

Reporting & Grants

- Pull monthly metrics on development and communications efforts to support goal-tracking and strategic planning.
- Share responsibility, alongside departmental colleagues, for drafting grant proposals and completing grant reporting.

Database & Gift Processing

- Manage database standards and integrity for WCFB's DonorPerfect system, including record hygiene, best practices, and accurate coding.

- Document regular procedures and keep them updated, maintain record hygiene, accurate coding, and data integrity within the DonorPerfect database
- Assist with daily gift processing (checks, EFT, credit card, and online donations), taking on a heavier processing role during peak giving months (e.g., year-end).
- Work closely with the Senior Development Associate to ensure gift processing and database operations run smoothly, with consistent daily coverage.
- Draft, prepare, and electronically file personalized donor thank-you letters, with attention to details such as fund designation, tribute or memorial notes, and giving history
- Print, personalize, and prepare (fold, stuff, seal, post) donor acknowledgment letters promptly, or coordinate other team members or volunteers in the process
- Liaison with the Finance team as necessary to support reconciliation and track restricted donations; support pledge and payment tracking and help resolve discrepancies.
- Prepare month-end, year-end, and other financial and fundraising reports.
- Maintain appropriate confidentiality and care when handling donor and financial information.

Digital Fundraising Operations

- Oversee and maintain online giving forms and platforms to support fundraising, including researching best practices in donation forms, online solicitations, and digital giving trends.
- Advise on website optimization to support fundraising goals.
- Advise on and help implement email marketing and audience segmentation strategies.

Administrative Support

- Answer phones, assist visitors with food assistance requests, and support the Office Coordinator with general office tasks as needed.
- Provide administrative support to the Development and Communications team, including note-taking and special projects as needed.
- Perform other duties as assigned.

Qualifications

- 3+ years of fundraising, nonprofit development operations, or related experience preferred.
- Hands-on experience with a donor CRM, database, or similar data management system, including entering and maintaining records, running reports, and supporting data integrity. Experience with DonorPerfect or a similar fundraising database is a plus but not required.
- Strong organizational skills, with the ability to coordinate multiple moving pieces and follow through without direct oversight on every task.
- Exceptional attention to detail, particularly when working with donor records, financial information, and data where accuracy is essential.
- Strong written and verbal communication skills, including the ability to prepare polished, professional materials for internal and external purposes.
- Sound judgment and discretion when working with confidential donor, prospect, organizational, and financial information.
- Proactive and solutions-oriented, with the ability to anticipate next steps, identify gaps, propose improvements, and move projects forward independently.
- Ability and willingness to learn new technology and systems and to help improve processes and workflows over time.
- Collaborative approach to working with colleagues.
- Commitment to providing a professional, responsive, and donor-centered experience.

Job Details

This position reports to the Director of Communications and Development. It's a full-time, onsite position based in Shrewsbury, MA, with a Monday–Friday schedule from 8:00am – 4:30pm. Please note that the final candidate will be able to discuss any immediate needs for flexibility with the hiring manager as part of the interview or offer process. In addition, we are currently developing updated protocols that may allow for greater flexibility in the future.

The hourly pay range for this position is \$31-\$34 and the status is non-exempt.

In addition to amazing colleagues and mission-driven work, this position offers

- a retirement plan with employer match
- 80% employer-paid health insurance
- an employer-funded health savings account for those enrolled in the health plan
- dental coverage
- 13 paid holidays
- generous paid time off

Successful completion of a background check is required as a condition of employment.

WCFB provides essential services to the community during emergencies. This position is considered essential and may be required to work or remain available during emergencies or other disruptions to normal operations.

How to Apply

Please submit a cover letter and resume through email to HR@foodbank.org with the subject line “Development Coordinator”

WCFB is an Equal Employment Opportunity (EEO) employer and welcomes all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, religion, or other legally protected status.