

**Lancaster County Food Hub
812 North Queen Street
Lancaster, PA 17603**

Position Title: Advancement Communications and Operations Coordinator

Reports To: Director of Advancement

Status: Exempt, Full-time

Position Summary

The Development Communications and Operations Coordinator serves as the operational and communications backbone of the Advancement Department. This role blends donor communications, database management, gift administration, stewardship coordination and special event support to strengthen donor relationships and support fundraising growth.

The coordinator is responsible for maintaining accurate donor records and systems, supporting gift processing and acknowledgments, coordinating donor communications and stewardship activities, assisting with annual campaigns and events, and ensuring strong administrative and operational consistency across the development function.

This position is ideal for a highly organized, detail-oriented professional who enjoys balancing systems, building relationships, and communications in a mission-driven environment.

Why This Role Matters

This role is a critical new position that strengthens donor relationships, ensures operational excellence, and helps create consistent, inspiring donor experiences. By supporting development communications, gift administration, stewardship, and data integrity, the Development Communications and Operations Coordinator enables focused and more effective relationship-building and mission impact.

Key Responsibilities

Development Communications & Stewardship

- Assist in creating donor communications including appeals, newsletters, impact updates, stewardship materials, and campaign messaging.

- Support annual giving and donor engagement initiatives through coordinated communications and administrative follow-up.
- Help manage donor recognition and stewardship activities, including annual and legacy giving societies.
- Coordinate mailing lists, communication schedules, and donor-facing materials.
- Ensure donor communications are timely, accurate, engaging, and aligned with organizational branding and mission.
- Have a comfort level with Canvo design

Development Operations & Database Management

- Maintain accurate donor and prospect records within the organization's CRM/database system.
- Support gift processing and ensure donations are coded, tracked, and documented accurately.
- Prepare and coordinate timely donor acknowledgments, gift receipts, and stewardship communications.
- Generate donor, campaign, financial, and fundraising reports as requested.
- Assist with donor data cleanup, campaign attribution, relationship tracking, and reporting accuracy.
- Help maintain policies and procedures related to donor database use and data integrity.
- Coordinate administrative support for fundraising platforms, workplace giving systems, matching gifts, and online donation tools.
- Monitor development inboxes and donor administration workflows, routing inquiries appropriately.

Prospect Research & Reporting

- Support prospect research and donor pipeline development activities.
- Assist in preparing donor and prospect profiles for leadership and fundraising staff.
- Track donor engagement, giving trends, and campaign performance metrics.

- Help develop dashboards and reporting tools to support fundraising strategy and decision-making.

Event & Administrative Support

- Coordinate logistics and administrative support for fundraising events and donor activities, including guest communications, RSVP tracking, materials preparation, and event follow up.
- Provide administrative support to the Advancement team as needed.

Qualifications

- Associate or bachelor's degree preferred; equivalent experience considered.
- Minimum of 3–5 years of experience in nonprofit development, donor operations, communications, administration, or related fields.
- Experience working with donor databases/CRMs such as Raiser's Edge, Bloomerang, Salesforce, or similar systems.
- Strong organizational skills and exceptional attention to detail.
- Excellent written communication and donor-facing communication skills.
- Ability to manage multiple priorities and deadlines in a fast-paced environment.
- Experience supporting gift processing, donor stewardship, and fundraising administration.
- Ability to maintain confidentiality and handle sensitive donor information with discretion.
- Collaborative, flexible, and mission-driven approach to work.

Preferred Skills

- Knowledge of fundraising, donor stewardship, and donor lifecycle best practices.
- Experience with prospect research and reporting tools.
- Familiarity with email marketing, communications, and design platforms such as Canva, Constant Contact, etc.
- Ability to analyze data and identify trends to support fundraising strategy.