



VOLUNTEER & MARKETING COORDINATOR

Full-time, Non-exempt

The Volunteer & Marketing Coordinator supports the development team in *telling the organization's story (in written form) and supporting our volunteer and in-kind donor relationships*. A savvy communicator with a customer-centered approach. You will be responsible for “championing” our work and how it is messaged in both written and verbal communications. You will work collaboratively with internal teams and outside vendors. You will become the face of Door of Hope with in-kind donors and volunteers. Behind the scenes, you will manage the master communications calendar ensuring that all digital and print projects are being planned and executed to meet deadlines. In addition, you will manage the in-kind needs and drop off and assist with volunteer scheduling and communications. This position will have a dual reporting structure to both the Director of Marketing and Development and the Community Engagement Manager.

Hours

- 40 hours per week, Monday through Friday
- Some weekends and evenings as needed

Responsibilities

- Primary liaison between Development, Program and Facilities departments
- Point of contact for in-kind donors and volunteers; manage email inboxes daily, answer phone inquiries and execute requests
- Consistently and promptly provide in-kind donation receipts and thank you letters
- Assist in creating and coordinating the master communications calendar; coordinate marketing tasks/projects; drive projects from planning stages to completion
- Maintain volunteer schedule/calendar; coordinate volunteers with program teams
- Assist in developing internal and external marketing collateral/campaigns and messaging
- Source/create images, content, and write copy for digital and print projects (e-newsletters, emails, website, social media, marketing assets, etc.)
- Update and organize asset libraries, website and other content as needed
- Champion crowdfunding and assist with digital fundraising efforts across multiple platforms
- Monitor website and social media pages; update event pages, in-kind donation lists, special appeals, recognitions, Hope Stories, etc.
- Update donation pages and auto-generated responses for special appeals
- Perform any other task necessary to support the mission of Door of Hope

Qualifications

- 3 years experience supporting a development/marketing/fundraising team
- 2 years experience in support and/or creation and distribution of email marketing and newsletters
- Experience in a donor support role that includes direct donor contact (phone, email, in person)
- Experience in social media marketing or digital content creation
- Proficiency in GSuite (Docs, Sheets, Drive, etc)
- Working knowledge of Salesforce or other donor databases
- Bachelor's Degree in communications or marketing, preferred
- Self-motivated, takes initiative, able to think on their feet, creative, able to work in a fast-paced environment with shifting priorities

To apply, email your resume and brief cover letter to jobs@doorofhope.us. In your cover letter, explain 1) your understanding of Door of Hope's mission and our faith-based nature and 2) a 280-character response, social media style, telling us why YOU are perfect for this role!