

Development Coordinator – CAA / CAM

The Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website: www.cranbrook.edu.

The **Development Coordinator** provides full-time administrative support for the Advancement operation of Cranbrook Academy of Art and Art Museum including assisting the Senior Director of Development, Director of Annual Giving and Membership, Assistant Director for Donor and Volunteer Relations, alumni, current and prospective donors, members and volunteers. Primary responsibility is for the overall operations of the gift acknowledgement process for donors, including membership fulfillment. This includes ensuring that workflow is handled efficiently, and that the donor is acknowledged in a timely manner. Additional responsibilities include assisting with events, generating gift reports, membership reports and member lists, as well as maintaining donor data, assisting with design and printing of membership literature and signs and responding to membership and volunteer inquiries.

Responsibilities Include, but are not limited to:

Operations:

- Assists in maintaining prospect information for Advancement team, including entering prospect management information in Raiser's Edge/NXT database, running queries, and producing donor reports
- Prepares daily gift processing batches that include gifts from on-site sales (visitor services), on-line, phone, and mail; sorting gifts appropriately and preparing documents and deposits that include accurate coding and copies for the central database system (CDS), Director of Annual Giving and Membership, and development files as required
- Accurately produces acknowledgment and thank you letters for gifts received that appropriately reflect gift method, donor intent and purpose in accordance with outlined gift processing and Administrative Policy/Procedures
- Manipulates downloads from Raiser's Edge/NXT database in order to create merged letters and other documents and reports
- Work with the Gift Processing department to ensure corrections are entered into the database system
- Prepares membership packages for new and renewing members of the Museum in accordance with outlined process and timeline

- Prepares and manipulates membership data from Raiser's Edge for email, mail, and telemarketing renewal notifications
- Handles return mail and other donor data corrections, relaying new information to CDS and ensuring that changes are accurately recorded in database
- Assists with events to include creating invitation and RSVP lists, sending print and email invitations and updates, taking reservations, processing payments, creating name tags and guest lists, assisting volunteers, and working the actual event. Events may occur on evenings and weekends
- Works with volunteers who may assist with mailings and events
- Greet visitors to the office and route routine phone and mail requests to appropriate individuals for action and follow-up
- Schedule appointments for Senior Director and arrange meetings including catering and processing work orders as necessary
- Make travel arrangements and process expense reports for the department
- Prepare materials and draft minutes for CAA/CAM Development and Sub-Committee meetings and other CAA/CAM meetings
- Maintain departmental records including file set up and maintenance

Reports/Policy Procedures:

- Prepares, monitors and updates Weekly Receipts Reports to manage gift and receipting process and assists Gift Processing and central accounting with weekly audit
- Works with the Director of the Annual Giving and Membership to ensure that the gift policy procedure for all gifts is followed and that the appropriate level of acknowledgement is being done at all levels
- Attends donor software meetings where modules interface with donor constituency data, report writing, and mail merges for solicitation and acknowledgement gift processing
- Serves as purchasing liaison for the department; maintains/orders office supplies
- Maintain attendance, punctuality, and performance standards set forth in Cranbrook's employee handbook

Requirements:

- High School Diploma or GED required; an associate degree or technical school training in computer science or secretarial science preferred
- Minimum of five years of strong administration background which demonstrates increasing levels of responsibility. Development experience is preferred
- Computer proficiency in Word, Excel and database management required in order to create mail merges, create complex spreadsheets, and maintain and run development reports required. Knowledge of donor software programs preferred.

- Ability to accurately calculate figures and percentages and apply basic accounting concepts, with working knowledge of accounting principles required
- Ability to effectively handle multiple tasks with deadlines (activity progress reports, gift acknowledgements, events management), with proven proficiency at effective prioritization and multitasking required
- Efficient in maintaining hard copy file maintenance and documentation on all gifts received
- Requires a valid Michigan driver's license with satisfactory driving record

Cranbrook offers competitive compensation and benefits that include medical, dental, life insurance, long-term and short-term disability, and retirement. We also offer generous paid time off, 11 paid holidays and 3 optional holidays, employee discounts, and a unique environment in an educational setting that values collaboration.

For consideration, please visit the employment section of our website for instructions on completing and submitting an application, resume, and cover letter **(please note that a fully completed employment application is required for consideration):** www.cranbrook.edu/employment