Title: Donor Stewardship Coordinator

Reports to: Vice President of Development and staff overseeing cultivation events

Job Summary: This position requires a highly seasoned, professional and pleasant administrative assistant who can balance many tasks and personalities. Person needs to give a positive, diplomatic and warm impression representing the organization to diverse and high-level officials.

This is a dual functioning role. As the Development Department’s **Donor Stewardship Coordinator**, the position reports to the Vice President of Development. The incumbent will be a self-starter, self-confident professional, able to take the initiative, manage a senior manager’s administrative needs and to provide administrative support to the Development Department. Managing administrative duties and tasks generated by fundraising and Capital Campaign activities; i.e., arranging/managing meetings and other related responsibilities. This position interacts with all rankings within and outside of the Museum and Memorial, which includes high level community leaders, dignitaries and funders.

In the role of **Events Coordinator**, the incumbent reports to the staff person hosting the Cultivation event; i.e., VP of Corporate Engagement, VP of Development, under the direction of the CEO’s office or other. Responsible for planning, executing and overseeing Cultivation events and collaborating with the event host to provide guests with a positive impression by offering a superior customer service experience.

Both roles: Project a professional demeanor, strong work ethic, able to handle a diverse group of important external and internal contacts. Independent judgement is required to plan, prioritize and organize a diversified workload.

The incumbent is expected to embrace the National WWI Museum and Memorial’s stated mission and core values and demonstrate support for them through professional interactions and performance of job duties.

This is a full-time, non-exempt position. Monday through Friday schedule; with the flexibility to work outside of standard work hours, as needed. Able to work alternative hours, including evenings, weekends and holidays, as needed. It is anticipated the work schedule will be adjusted to accommodate the cultivation event activities.

**Responsibilities:** (for both roles)
- Support the Development team’s comprehensive stewardship program that builds Philanthropic giving and engagement with the Museum and Memorial.
- Provide administrative assistance.
- Schedule Outlook calendars; coordinate details for planning meetings and similar events.
- Provide strong customer service, interpersonal and positive attitude skills.
- Manage mail merges, mailing lists, data base reports and data entry projects.
- Assist and collaborate in the coordination of Development/Cultivation events or projects, as well as manage all aspects for these types of events or projects.
- Creatively resolve issues or complaints, remain calm under pressure, work through issues and handle an event in progress.
- Identify and respond to emergencies according to emergency protocols, involving Security, volunteers and staff host as needed.
- Be able to work flexible hours, including evenings, weekends and holidays.
- Other duties as assigned.

**Education and Experience:** Some college, Associates degree or above is desired and/or related work experience in a business setting. Nonprofit and/or fundraising experience is a plus.
Job Posting: Donor Stewardship Coordinator

- Exceptional attention to detail
- Pleasant and highly professional demeanor, able to work with community and business leaders.
- Able to manage several projects, some will be deadline-driven.
- Strong creative thinking/problem solving skills.
- Proficient in Microsoft Office products and database products.
- Prior customer service experience.
- Strong communication and organizational skills, able to work with internal and external contacts to resolve problems or concerns.
- Positive/calm disposition, experience with handling stressful, fast-paced situations and dealing effectively with conflict.

**Work Environment:** This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, point of sale computer equipment.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position can fluctuate between a sedentary role, or is very active one that requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing or balancing many times throughout the day. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills or working conditions.

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The National WWI Museum and Memorial is an equal opportunity employer.

The National WWI Museum and Memorial is an equal opportunity employer and complies with all applicable federal, state and local fair employment practices laws. The Museum and Memorial strictly prohibits and does not tolerate discrimination against employees, applicants or any other covered persons because of race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy), gender (including gender nonconformity and status as a transgender or transsexual individual), age, physical or mental disability, citizenship, past, current or prospective service in the uniformed services, genetic information, sexual orientation, familial status, marital status or any other characteristic protected under applicable federal, state or local law. All Museum and Memorial employees, other workers and representatives are prohibited from engaging in unlawful discrimination. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits and termination of employment.

The Museum and Memorial complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, the Missouri Human Rights Act (MHRA) and all applicable state and local laws. Consistent with those requirements, the Museum and Memorial will reasonably accommodate qualified individuals with a disability, if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. If you believe you need an accommodation, refer any such request to the Human Resources department. The Museum and Memorial also will, where appropriate, provide reasonable accommodations for an employee’s religious beliefs or practices.

**Salary and Benefits:** The National WWI Museum and Memorial offers a competitive salary with an excellent benefit package, including: pre-tax/Roth 401(k) matching programs; museum contribution plan; health, dental, vision, life with AD&D, and short- and long-term disability insurance, Section 125 flexible benefits; paid holidays, paid time off leave.
Application Instructions and/or Questions:
Please send your resume, salary requirements and cover letter to:

Human Resources
National WWI Museum and Memorial
2 Memorial Drive
Kansas City, MO 64108
Email: human-resources@theworldwar.org

NO PHONE CALLS PLEASE.

Review of applications begins immediately and continues until the position is filled. By submitting your application, you authorize us to conduct reference checks and a review of available public information. Employment is contingent upon background and reference checks that the Museum and Memorial determines is acceptable.