



Donor Relations Coordinator

Department: Advancement

Reports to: Director of Advancement Operations

Direct reports: none

ABOUT CLASSICAL KING

Classical KING is the primary resource for attracting and developing new audiences for classical music and the arts in the Pacific Northwest. Classical KING is a non-profit, public radio entity and entirely supported by listener donors, underwriting sponsors, and institutional grants. We are co-located with Seattle Opera at Seattle Center, the performing arts district in Seattle. We are dedicated to making classical music accessible for everyone in the community and to advocating for the arts here in our region and beyond. With the largest reach, the most diverse audience, and the fewest barriers, Classical KING is a singular community asset.

The **Donor Relations Coordinator (DRC)** is a critical voice for the organization, serving as the primary customer service representative for Classical KING's large donor family. They liaise with colleagues and vendors to ensure timely and accurate gift processing and acknowledgements, record keeping, and donor benefit fulfillment. Their role touches a broad range of tasks and initiatives that support the Advancement Team. By operating efficiently and representing the station in a professional manner, the DRC is an essential partner in growing philanthropic investment for Classical KING.

We are enthusiastic about the future of classical music and ambitious about the station. We have a five-year strategic framework to grow our audience by expanding digital platforms and programming. By necessity, we must also elevate donor support to meet a growing operating budget. Our planning is based on research, which shows we have the potential to significantly grow our support from individuals, corporations, foundations, and government sources. The DRC will have a hand assisting in a wide variety of tasks and learning many aspects of a comprehensive fundraising program.

MAJOR OBJECTIVES

The DRC provides outstanding customer service and serves as key player in team operations. They must represent the organization with warmth and enthusiasm, have strong time- and project- management skills, and an aptitude for executing detailed processes. Their objectives are typically allocated:

- 50% Donor Relations and customer service
- 25% Gift processing and related data management
- 25% Acknowledgement processing and donor benefit fulfillment



KPIs

The DRC will be evaluated on:

- Timely completion of assigned tasks
- Accuracy and attention to detail in all areas
- Organization and effective coordination of a range of competing priorities
- Professionalism and warmth in representing Classical KING with donors

RESPONSIBILITIES

The DRC has the following primary responsibilities:

- Manage the donor relations phonelines and email inboxes; deftly understanding each supporter's needs, responding to inquiries sincerely and efficiently, addressing payment processing failures, and leveraging opportunities for increased engagement.
- Produce and send acknowledgement letters, tax receipts, donor collateral, and other transactional communications in alignment with policies and procedures.
- Procure, organize, and fulfill donor thank you gifts in association with fundraising drives and other donor programs; liaise with vendors, fulfillment centers, and donors to ensure quality products and timely delivery of premiums.
- Provide back-up support for gift processing, especially during high volume periods, with full cross-training on all giving formats and related procedures.
- As needed, support the Philanthropy team as a backup for performance circle phonelines and email inboxes as well as administrative and database duties pertaining to portfolio management.
- Create, update, and maintain donor records; serve as a key partner in ensuring data hygiene, regularly supporting projects to align the database and related tools with departmental priorities.
- Support the Director of Advancement Operations in reporting and analysis to meet the needs of the department as assigned.
- Be committed to understanding and addressing the needs and inter-dependence within the organization and of the Advancement team in particular; use personal and professional skills to set others up to succeed; support effective donor engagement and relationship management in and through all activities to help create a culture of giving.

QUALIFICATIONS

- Previous donor/customer facing roles providing exceptional customer service.
- Excellent verbal and written communication skills.
- 2+ years in an administrative role (i.e. data entry, correspondence, calendar management, event planning, project management, and/or customer service). Experience in fundraising or non-profit organizations a plus.
- A bachelor's degree or equivalent education/experience.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).



- Outstanding diligence, planning, and organization; experience with Asana or other project management tools desired.
- Comfortable with technology, able to learn new tools with ease; experience with fundraising databases and related tools helpful.
- A willing commitment to the mission, vision, values, and priorities of Classical KING; accountable for executing assigned objectives and plans.
- A high level of personal integrity, respect for others of all backgrounds, and a commitment to excellence; exemplify ethical standards of professional conduct.

COMPENSATION AND BENEFITS

The pay range for this position is \$26.44 - \$31.25 hourly (\$55,000 - \$65,000 annually). The Donor Relations Coordinator will be based in Seattle at the Classical KING offices. A hybrid work schedule can be arranged in coordination with the needs of the department. Benefits include medical, dental, and vision insurance; employer-paid life and disability insurance; 401(k) program with employer matching and safe harbor contributions, paid time off including holidays, sick days, and vacation.

APPLICATION

Send cover letter and resume to hr@king.org. Priority will be given to applications received by Friday, November 8.

Classical KING is working actively to diversify its programming, staff, and board. Our commitment is real, and we understand it will take a sustained effort over time. We welcome all candidates with commitment to these goals. Our statement describing our commitment to diversity, access, equity, and inclusion can be found here: <https://www.king.org/about/>



MISSION, VISION, AND VALUES

Our Mission

Classical KING will actively grow, diversify, and enrich the love of classical music in our community.

Our Vision

Expand our diverse community of listeners, performers, and supporters who understand and benefit from the powerful impact of classical music and the arts in our region.

Our Values

- Classical music should be accessible to all.
- The arts are a critical component of every vibrant city.
- K-12 arts education is necessary to develop creativity, innovation, and lifelong appreciation of the arts.
- Fiscally responsible planning is necessary to achieve our vision.

Strategic Priorities

- Diversifying our organization and its audience: Our goal is for the demographics of the station's audience to mirror the demographics of the community. To do this, we need to diversify our staff and board too.
- Community Engagement: To serve the community we must understand the community and have authentic relationships with organizations and people serving the community.
- Capacity Building: We need to build human, financial, and technical capacity to achieve our goals and position the organization for the future.

Key Facts

- \$5.3 million budget
- 87% of revenues from listener supporters
- More than 16,500 annual donors
- Over 220,000 radio listeners weekly
- Regular streaming listeners total 75,000 and are growing rapidly
- 24 total staff; 8 member advancement team
- 15-member [Board of Directors](#)