



Open Arms of Minnesota Job Description: Donor Analytics and CRM Coordinator

Organizational Summary:

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our two state-of-the-art kitchens, OAM staff members and more than 6,500 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own 5 Open Farms urban garden locations. Volunteers deliver meals throughout the Twin Cities metro area to approximately 3,600 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. In addition, families in need throughout Minnesota receive meals shipped to them weekly. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to excellent volunteer experience.

Position Overview: This full-time salaried position contributes to the fulfillment of Open Arms' mission by playing a critical role in the fundraising success of Open Arms. This role builds upon the relationship between the organization and donors and contributes to the fulfillment of Open Arms' mission. The Donor Relations Coordinator provides exceptional recordkeeping, data analytics, database management and maintenance, donor prospecting and tracking, stewardship, and donor lists as needed. This position serves as a critical part of the Development Team and as such, assists with membership donation model (Bread and Butter), special events, leads all data-related responsibilities for digital and standard mail campaign appeals, newsletters, and organizational promotional materials.

As with all staff positions at Open Arms, this position is responsible for helping to ensure an exemplary experience for our donors, volunteers, and interns by maintaining a high level of customer service to clients, volunteers, donors, and Open Arms staff.

Primary Job Responsibilities:

CRM Management & Data Integrity

- Administer and maintain OAM's fundraising database and related platforms (including Bloomerang, Double the Donation, and ResearchPoint), ensuring accurate and up-to-date donor records through gift entry, pledge and matching gift tracking, database maintenance, report generation, mailing list management, and weekly gift acknowledgments to support the Engagement and Relationships team, CEO, finance team, and donors.

- Continuously update databases to ensure all donor interactions are accurately captured and receive appropriate hard and soft crediting.

Donor Acknowledgment and Stewardship

- Coordinate donor stewardship activities by processing donations, preparing weekly acknowledgment and thank-you letters, and generating lists for thank-you calls and note-writing for staff and board members.
- Implement cultivation and stewardship strategies and incentives for monthly and recurring donors, working to increase participation and engagement.
- Complete gift entry in the CRM system within one week of receipt (cash, checks, ACH deposits, etc.).
- Provide outstanding customer service when interacting with prospects, donors, and staff. Support donors with making gifts over the phone and via email, updating information, and managing communication preferences.

Reporting and Financial Reconciliation

- Reconcile financial information weekly in collaboration with the finance department between Bloomerang and QuickBooks.
- Maintain and update standard operating procedures for data entry and reporting.
- Extract and prepare reports and queries as requested by management, ensuring completeness and accuracy.
- Manage automated daily and weekly gift reports.

Prospect Research & Pipeline Development

- Lead ongoing prospect research efforts to identify and qualify new individual and institutional donor prospects, ensuring the Engagement and Relationships team and CEO have accurate, comprehensive, and timely information.
- Build and maintain a consistent pipeline of prospective donors aligned with fundraising priorities.
- Proactively identify new opportunities for donor engagement based on research and data trends.

Donor Insights & Engagement Strategy

- Analyze donor behavior, giving trends, and engagement patterns to provide actionable insights.
- Partner with fundraising and communications staff to align outreach with donor data and engagement history.

Pipeline Tracking & Movement

- Manage and actively track donor pipelines across fundraising strategies, including major gifts and annual giving.

Campaign Support & Segmentation

- Produce mailing lists for appeals, annual reports, and other organizational communications as requested.
- Manage campaign functionality within Bloomerang Fundraising, including peer-to-peer and seasonal campaigns.
- Track and analyze campaign performance across donor segments.

Events and Other Duties as Needed

- Actively participate in major fundraising events and donor cultivation, engagement, and stewardship activities, including mailing list generation, attendee tracking and reporting, prospect research, and communication with the Giving Officer, Individual Giving Director, CRO, and CEO.
- Support the development team by assisting with events and contributing to overall departmental goals and success.
- Provide occasional support in other operational areas, including meal delivery, meal packaging, and event support.
- Help ensure Open Arms provides an outstanding volunteer experience by fostering positive, meaningful interactions and maintaining a friendly, helpful attitude.
- Support the mission, values, and brand of Open Arms of Minnesota.
- Provide primary administrative support to the Director of Individual Giving, Chief Relationships Officer, and CEO.
- Perform other related duties as assigned.

Requirements:

- 2-3 years of work experience at a nonprofit or similar organization.
- 2–3 years of experience in a nonprofit or similar organization.
- 2–3 years of experience with donor database management, preferably with Blackbaud and Bloomerang systems.
- Strong understanding of the donor cultivation process and demonstrated sensitivity in donor interactions.
- Strong organizational skills and demonstrated ability to work both independently and collaboratively in a fast-paced environment.
- High level of attention to detail with the ability to manage multiple projects simultaneously.
- Previous customer service experience, including phone and in-person interaction, with a professional demeanor.
- Excellent verbal and written communication skills.
- Ability to build positive, collaborative relationships with internal and external stakeholders.
- Ability to create and contribute to a positive and supportive team environment.
- Ability to represent Open Arms to the public and handle sensitive information with confidentiality and respect.
- Advanced proficiency in Microsoft Office, especially Excel.

- Ability to meet attendance and punctuality expectations to support time-sensitive business needs.
- Flexibility to work occasional evenings and weekends.
- Ability to work at both Minneapolis and St. Paul locations.
- Valid Minnesota driver's license with an acceptable driving record for work-related travel.
- Demonstrated commitment to diversity and ability to work respectfully with individuals from a wide range of backgrounds.
- Passion for the mission and values of Open Arms.

Physical Requirements:

- Ability to hear and communicate effectively in verbal and written English.
- Ability to operate standard office equipment (telephone, computer, printer, and copy machine).
- Ability to sit and work at a desk for extended periods, as well as stand for extended periods when needed.
- Ability to review and respond to information on a computer screen and use a variety of software programs.
- Ability to drive for work-related purposes.

Reports To: Director of Individual Giving

Locations: Location: Minneapolis and St. Paul, MN

Compensation Range: \$55,000 - \$65,000 annually

Hours: Full Time

To Apply: Please send resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Avenue S., Minneapolis, MN 55404

Benefits

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, employee assistance program, pet insurance, commuter-transit and parking, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan, voluntary life, critical illness, hospital indemnity, and accident insurance are also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender

identity, familial status, disability, or socioeconomic status. We encourage all individuals with direct or transferable experience to apply for our open positions.

Equal Opportunity Employer