



Donor Relations and Fundraising Coordinator

Status: Full-time, Non-exempt

Reports to: Associate Director of Fundraising Operations

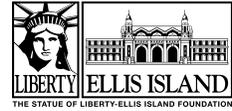
The Statue of Liberty-Ellis Island Foundation seeks a full-time, non-exempt Donor Relations and Fundraising Coordinator. This is a chance to join one of the most successful public-private partnerships in the country, while it completes a [major campaign to reimagine the museum on Ellis Island](#) and upgrades its systems through a Digital Transformation. An ideal candidate would be eager to learn in an evolving role.

Responsibilities

- **Manage Donor Relations (30%)**
 - Track and respond to email and phone inquiries through the Contact Us platform
 - Initiate the Immigration Record Search for email requests
 - Manage and process Member Benefit redemption
 - Test and incorporate new technologies for better responsiveness, engagement, and efficiency
- **Fundraising Operations (40%)**
 - Maintain integrity of the Foundation's CRM systems, ensuring accurate and up-to-date donor and prospect information, gift processing, and records management
 - Become proficient with Salesforce, working with departments to ensure proper use and best practices
 - Assist in pulling database reports and maintaining dashboards, as needed
 - Manage email set-ups in Pardot for Membership Email Series
- **Process mail and gifts (20%)**
 - Collaborate with caging vendor
 - Review campaign mail, maintain customer databases, and generate reports
 - Manage office mail process
 - Partner with Finance to process and record select gifts
 - Generate acknowledgment letters for select donations
- **Administer American Immigrant Wall of Honor (5%)**
 - Collaborate on marketing materials and approaches for the Wall of Honor inscription program
 - Review orders and correspond with donors
 - Oversee design of panels for installation, including compilation, proofing, and layout. Work with vendors on annual inscription and installation process.
 - Maintain accurate database of inscriber names
- **Other (5%)**
 - Assist with events
 - Schedule and organize select meetings and make travel arrangements, as needed
 - Support direct response efforts, including participating in weekly coordination calls
 - Support other fundraising and communication efforts, as needed

Skills and Qualifications

- Bachelor's degree or equivalent required
- Customer service experience preferred
- One to two years experience in an office environment
- Advanced skills with Microsoft Office suite. Familiarity with databases or a genuine desire to learn. Experience with Salesforce a plus



- Excellent written and verbal communication skills
- Excellence at multi-tasking and prioritization and in working both collaboratively and independently
- Results-driven, collaborative, detail-oriented, positive, and calm under pressure
- Interested in the Foundation's mission and the areas of immigration, historic preservation, genealogy, and parks

Logistics

- This is a full-time position
- This position pays \$26-\$29/hour for ~35 hours/week.
- Benefits include health, dental and vision insurance; flexible spending account options; \$50 monthly transit contribution; TDA retirement plan option; 6% pension contribution after 1 year of service; other voluntary benefits
- The work hours are generally Monday through Friday, 9am to 5pm, but flexibility is required for occasional evening or weekend hours.
- This position will generally work from the Foundation's offices, though 1-2 days/week of remote work may be possible.

Application process

- Please email one-page cover letter and resume to careers@libertyellisfoundation.org with the job title in the subject line. Each file name should begin with the applicant's last name.
- No phone calls, please.

About The Statue of Liberty-Ellis Island Foundation (www.LibertyEllisFoundation.org)

The Statue of Liberty-Ellis Island Foundation is the 501(c)(3) nonprofit that preserves, restores, and honors the Statue of Liberty and Ellis Island, collaborating with the National Park Service in one of the country's most successful public-private partnerships. In 1982, President Ronald Reagan called for the Foundation to lead a private-sector effort for the centennial restorations of the historic monuments. The Foundation's efforts have also included the construction of the Statue of Liberty Museum, the development of the free Arrival Records Collection database, and now a multi-year project to revitalize the Ellis Island museum. Every year, the Foundation connects millions of visitors to these American icons through the family history center on Ellis Island, the audio tours, and the interactive museum exhibits.

The Statue of Liberty-Ellis Island Foundation is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.