

STERLING COLLEGE

Job Description

Donor Stewardship Coordinator

2026

Reports to: Vice President for Advancement and Alumni Relations

Classification: Part-time, hourly (non-exempt)

Description:

The Donor Stewardship Coordinator serves as an ambassador of gratitude for Sterling College by strengthening relationships with alumni, parents, friends, churches, foundations, and organizations through meaningful stewardship. The primary purpose of this position is to personally thank donors for their generous financial support of the College through telephone conversations and handwritten correspondence. This individual will help cultivate a culture of gratitude that encourages continued engagement and philanthropic investment in the mission of Sterling College.

The Donor Stewardship Coordinator works closely with the Vice President for Advancement and Alumni Relations to ensure every donor receives timely, genuine, and meaningful appreciation while helping identify opportunities for deeper donor engagement.

Qualifications:

A qualified candidate must have a personal commitment to Jesus Christ and support the Christian character and mission of Sterling College. The candidate must also possess a clear understanding of and ability to articulate the essentials of a Christian liberal arts college.

- Demonstrate and articulate a personal Christian faith in Jesus Christ.
- Exemplify and articulate the Sterling College Mission, Vision and Values.
- Excellent verbal and written communication skills.
- Strong and engaging public speaking skills.
- Committed to strong customer service and to enhancing a culture of excellence.
- Proven ability to interact with key constituents and communicate effectively.
- Strict adherence to ethical standards and ability to maintain donor confidentiality.
- Strong attention to detail.
- Proficient with Microsoft Office Suite.
- Ability to prioritize and set goals in a deadline-oriented environment.
- Ability to learn the College's donor database software system.
- Must be a team player, committed to what is best for the College and should set a good example to co-workers by work ethics and habits. Will need to set goals and adhere to them and create an atmosphere that encourages collaboration, interaction, input and feedback. Must network and take advantage of professional development and opportunities for growth.

Responsibilities:

- **Donor Stewardship:**
 - Personally call donors each day to express appreciation for their financial support.
 - Write personalized handwritten thank-you notes to donors following gifts and special campaigns.
 - Share stories demonstrating the impact of donor generosity on Sterling College students.
 - Assist in implementing an annual donor stewardship plan.
 - Ensure donors receive timely, meaningful expressions of gratitude.

- **Relationship Building:**
 - Build authentic relationships with alumni, parents, and friends of the College.
 - Listen carefully during donor conversations and record meaningful information that may strengthen future relationships.
 - Identify potential major gift, planned giving, or volunteer opportunities and communicate them to the Advancement staff.
 - Represent Sterling College with professionalism, warmth, and Christian hospitality.
- **Advancement Support:**
 - Record all donor contacts accurately within the Raiser's Edge NXT donor database.
 - Support Advancement mailings, appreciation projects, and donor communications.
- **Performance Expectations:**
 - Complete donor thank-you calls included on a daily report.
 - Write personalized handwritten notes, when phone connections are not successful.
 - Complete donor acknowledgements within 48 – 72 hours of gift receipt.
 - Maintain accurate donor contact records in RENXT.
 - Assist in improving donor retention and stewardship outcomes.

Essential Job Functions:

- Must be able to walk up and down stairs.
- Must be able to sit for long periods of time.
- Be able to coordinate movement of the fingers and hands as well as have adequate dexterity and strength to complete tasks.
- Be able to work on a computer and use a 10 key, copier, printer and phone.
- Frequently, bend body downward and forward by bending spine at the waist.
- Be able to stand and move about regularly.

Education/Experience:

- Bachelor's degree preferred or equivalent experience.
- 1-3 years of professional experience in education.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.