

**National Tropical Botanical Garden
Donor Relations Coordinator
Kalaheo, Kauai**

JOB POSTING

Do you enjoy working with people who share a passion for plants, people, and the places they thrive? Are you looking for a day-to-day rhythm that balances creative communication, data analysis, and administrative precision with opportunities to be out in the gardens? If so, the Donor Relations Coordinator role at NTBG is the perfect fit for you.

The Donor Relations Coordinator facilitates day-to-day operations for NTBG's membership and individual giving programs. Reporting to the Director of Philanthropy, this role combines administrative precision with friendly, high-touch interaction to drive supporter engagement and retention. By ensuring the effective delivery of benefits, recognition, and impact reporting, the Coordinator helps move supporters toward deeper philanthropic investment.

This role provides the ideal applicant with an opportunity and focus to engage people passionate about plants and conservation in NTBG's mission, while utilizing creative communication and data analysis to help build our base of supporters near and far. This is also an ideal role for a candidate looking to expand their experiences and skillset in nonprofit philanthropy.

Essential Duties and Responsibilities

Fundraising & Campaigns (35%)

- Execute omni-channel outreach to meet acquisition and retention targets for all membership and Fellows levels.
- Facilitate the full acknowledgment and annual renewal lifecycle via email, direct mail, and personalized correspondence.
- Support the planning and launch of seasonal acquisition, upgrade, and annual appeals (Spring/Year-end).

Stewardship & Communications (25%)

- Provide "first-tier" customer service, managing the membership inbox and phone line for inquiries, troubleshooting, and ticketing.
- Oversee the member and Fellow onboarding process, partnering with Communications to develop welcome collateral and content.
- Coordinate, and occasionally host, engagement events for members and private garden visits for Fellows and high-level supporters.

Pipeline Stewardship & Development (20%)

- Qualify and cultivate members and Fellows for deeper engagement through targeted surveys, newsletters, and programmatic outreach.
- Serve as the primary liaison between Development and Garden Visitor Programs to support on-site conversions; train frontline staff on membership conversion and engagement techniques.

Data Management & Administration (20%)

- Maintain data integrity and hygiene across Raiser's Edge, FareHarbor, and Mailchimp.
- Track monthly KPIs and donor population reports.
- Manage vendor invoices, supply inventory, and general administrative support for the development team.

Qualifications

Education and/or Experience

- Minimum of three years of experience in administrative support, sales, or customer-facing roles.
- Bachelor's degree and experience in non-profit fundraising, membership, or programs preferred.

Core Skills & Competencies

- Advanced written and oral skills with the ability to engage a diverse range of stakeholders, including donors, executives, volunteers, and the public.
- Proven ability to thrive in a fast-paced environment, managing multiple simultaneous projects with flexibility.
- A collaborative team player capable of interacting with the public in a manner that builds organizational trust and confidence.
- Ability to apply logical thinking to solve complex intellectual and practical problems.
- High level proficiency with Microsoft Word, Excel and Outlook or similar email program.
- Prior experience in a database as well as knowledge of CRM databases required.
- Experience with Raiser's Edge, Fare Harbor, and Mailchimp a plus.

Must have a valid Driver's license and the ability to travel occasionally.

Schedule: Monday-Friday with some exceptions

Pay Range: \$24.00 - \$25.00/ hr. *depending on experience*

Additional information available on our website: ntbg.org

Deadline to apply for this position: open until filled

Please submit résumé and cover letter to: careers@ntbg.org

An Equal Opportunity Employer

The mission of the National Tropical Botanical Garden is to enrich life by perpetuating tropical plants, ecosystems, and cultural heritage.