

Interested applicants should send their [cover letter](#) and [resume](#) to:

Executive Director, Brittany Robb (brittany@safehavenshelter.org)

and

Director of Philanthropy, Carin Skoog (carin@safehavenshelter.org)

Safe Haven 

SHELTER & RESOURCE CENTER

Providing safety, space to heal, advocacy and empowerment for women, children and all survivors of domestic violence.

Development & Communications Coordinator

Full-time, hourly position, Monday- Friday 8:30am- 4:30pm.

(Exceptions to this schedule include attendance at required fundraising events periodically throughout the year.)

Salary Range: \$48,000- \$52,000 dependent on experience and qualifications.

This position reports to the Director of Philanthropy.

Position Summary

The Development & Communications Coordinator supports Safe Haven's fundraising and visibility goals by managing donor data and CRM systems, processing and acknowledging gifts, and maintaining reporting and automation to strengthen internal operations and donor stewardship. The role also produces and coordinates development-focused digital and print communications, supports fundraising events and stewardship activities, and enhances the donor experience through organized, timely, and mission-aligned outreach.

Essential Functions

Donor Data & CRM Management

- Maintain accurate and timely donor records in the agency's customer relationship management system (CRM), Bloomerang, including data entry, updates, and deduplication.
- Maximize Bloomerang Fundraising platform's integration with the CRM, including enhanced functions for automation, communications, and donor stewardship.
- Generate donor lists for appeals, events, and stewardship touchpoints based on segmentation strategies.
- Track donor touchpoints and giving history to support personalized engagement and reporting.
- Run regular reports and dashboards to support campaign tracking and grant reporting.

Gift Processing & Acknowledgment

- Process donations received online and by mail, ensuring timely and accurate gift entry.
- Generate acknowledgment letters and tax receipts within established timelines.
- Maintain templates and ensure personalization and segmentation when appropriate.

Fundraising Campaign Support

- Manage annual communications calendar to ensure due dates and deadlines are met.
- Assist in designing and executing direct mail and digital fundraising materials and campaigns.
- Liaise with external vendors (e.g., print shop) to manage appeal logistics, timelines, and list management.
- Assist with planning and managing a strategic media outreach plan.
- Track performance metrics for appeals and assist in year-over-year analysis.

Event & Stewardship Logistics

- Support event planning by tracking RSVPs, preparing event materials, managing registration lists, and sending follow-ups.
- Help prepare post-event stewardship materials such as thank-you notes, donor impact packets, and recognition items.
- Maintain an inventory of development collateral and promotional materials.

Administrative & Team Support

- Schedule donor meetings, prepare briefing memos, and take notes during internal development meetings.
- Support internal systems documentation and development protocol guides.
- Serve as a helpful and organized point of contact for internal and external development-related inquiries.

Communications, Content Creation & Messaging

- Write, edit, and proofread content for various platforms (emails, newsletters, website copy, social media, press materials, flyers).

- Maintain brand voice and messaging consistency across all communications.
- Manage and schedule social media content across platforms (e.g., Facebook, Instagram, LinkedIn).
- Monitor engagement, respond to comments or messages, and flag issues as needed.
- Update website content to ensure accuracy, relevance, and timeliness.
- Support email marketing efforts, including drafting messages, managing lists, and scheduling sends.
- Maintain a library of communication assets (photos, logos, boilerplate text, templates).
- Ensure materials comply with brand guidelines.

Responsibilities of All Safe Haven Employees

- Promote and participate in creating an environment of respect, dignity and sense of self-worth for all survivors.
- Understand the dynamics of domestic violence, including the challenges and barriers to permanent separation from an abusive partner.
- Respond calmly to crisis situations, function well under pressure, and take appropriate steps to deal with emergency situations with the goal of maintaining the safety of all clients and colleagues.
- Maintain security at all times.
- Comply with MN Mandated Reporting Statute.
- Uphold the principles of confidentiality as defined and required by the Violence Against Women Act (VAWA).
- Abide by the Code of Ethics for Victim Service Professionals.
- Maintain professional boundaries with all Safe Haven colleagues, shelter guests and clients.
- Contribute to an environment of trust, collaboration and responsibility agency-wide.
- Attend all staff meetings and additional trainings as assigned.
- Positively represent Safe Haven and act as a liaison with other agencies serving survivors.
- Abide by Safe Haven's personnel policies.
- Manage competing priorities efficiently and effectively.
- Uphold Safe Haven's mission and core values.
- Do the best work possible for all survivors served by Safe Haven programs.
- All other duties as assigned.

Qualifications & Competencies

Required Qualifications

- Associate's degree or equivalent relevant experience in communications, marketing, nonprofit administration, public relations, or a related field. Equivalent experience may substitute for formal education.
- 1 year of relevant experience in one or more of the following: nonprofit development or fundraising support, communications, outreach, or content creation, administrative or coordination roles supporting programs, events, or donor engagement.
- Ability to manage multiple projects with competing deadlines.
- Basic proficiency with common digital tools (email, word processing, databases).
- Strong written, verbal and interpersonal communication skills.
- Impeccable ability to follow through with assigned or self-directed tasks.
- Ability to read, write, speak and understand English.
- Valid driver's license and insurance minimums of 100,000/300,000/100,000.
- Ability to pass a background check and Motor Vehicle Records search before hire and annually thereafter.

Desired Qualifications

- 2+ years of experience in a nonprofit setting.
- Experience with donor stewardship or acknowledgment processes, event support or community engagement.
- Experience with Bloomerang CRM and Fundraising, or other related fundraising tools.
- Familiarity with email marketing, social media, or website content updates.
- Basic design or layout skills (e.g., Canva or similar tools).
- Experience working in a community-based organization.
- Ability to adapt and prioritize in an evolving environment.

Safe Haven Shelter & Resource Center does not discriminate on the basis of race, color, creed, national origin, religion, sex, affectional orientation or gender identity, political affiliation, marital status, status with respect to public assistance, disability, or age in the delivery of services or employment practices.