

**Job Description for Way Truth Life Radio
Donor Care Coordinator
for the
Central Pennsylvania Christian Institute, Inc.**

Title:	Donor Care Coordinator
FLSA Job Status:	Hourly, non-exempt
Benefits:	Prorated vacation and personal time plus retirement contribution and travel reimbursement based on company policy.
Schedule:	20 hours per week.
Accountable to:	Under direct employment of the Central Pennsylvania Christian Institute, Inc. (CPCI) Board of Directors (Board) and accountable to the Executive Director of the Board.
Purpose:	The Donor Care Coordinator plays a vital role in cultivating strong, Christ-centered relationships with the financial supporters of CPCI/Way Truth Life Radio (WTLR). This position is responsible for ensuring donors are thanked, informed, valued, prayed for, and spiritually encouraged as partners in the ministry. The Donor Care Coordinator serves as a bridge between the Mission, Vision and Values (collectively, the Mission) of CPCI and WTLR and the generosity of listeners who make that mission possible. This role is both relational and administrative, requiring a heart for ministry, strong communication skills, and attention to detail.
Broadcast Mission:	Way Truth Life Radio invites all listeners to Biblical salvation and Christ-centered living.

Responsibilities:

1. **General Duties.** The Donor Care Coordinator will:
 - a. Lead and support all efforts related to donor care;
 - b. Travel as required to meet with existing donors to care for them as deemed appropriate and solicit additional financial contributions when appropriate;
 - c. Work alongside others within CPCI as appropriate to develop donor and sponsor relationships; and
 - d. Attend all WTLR staff meetings.
2. **Specific Duties.** The Donor Care Coordinator will:
 - a. Serve as a primary point of contact for donors, responding to inquiries with warmth, professionalism, and gratitude;
 - b. Coordinate timely acknowledgment of all gifts, including thank-you letters, emails, and special recognition as appropriate (e.g., birthdays, anniversaries, etc.);
 - c. Assist in cultivating long-term donor relationships through personalized communication and follow-up;
 - d. Pray for and with donors when appropriate, reinforcing the ministry partnership aspect of giving;
 - e. Support fundraising campaigns, on-air appeals, and special projects through donor communications;
 - f. Help prepare donor updates, newsletters, and impact reports that communicate how gifts advance the mission;
 - g. Coordinate donor appreciation efforts, including events, mailings, and special acknowledgments;

- h. Collaborate with the Executive Director, Station Manager, Business Manager, and on-air staff to ensure consistent donor communication;
- i. Assist in the development of major donor and legacy giving programs;
- j. Work occasional evenings and weekends as needed for CPCI/WTLR community outreach or third-party events; and
- k. Perform such other duties as assigned by the Executive Director.

3. **Special Requirements.** The Donor Care Coordinator position requires a person who:

- a. Is a born-again Christian with strong devotion to Jesus Christ and a passion to make Him known;
- b. Is able to accept, support and defend the CPCI Statement of Faith;
- c. Has a grasp of Scripture, theology and apologetics;
- d. Will work with Executive Director and Station Manager in articulating the CPCI ministry vision;
- e. Holds a minimum of an Associate's degree with a Bachelor's degree preferred or equivalent experience in a related field;
- f. Has experience in donor relations, customer service, administrative support, or other related ministry experience;
- g. As a plus, has tangible experience of having expanded and cultivated existing donor relationships over time;
- h. Is eager to learn and continue developing skills in donor relations and fundraising;
- i. Is able to create thoughtful and persuasive written, oral, and presentation communications;
- j. Has the ability to reinforce the CPCI/WTLR value proposition to existing donors;
- k. Possesses a servant heart and a gracious demeanor with a genuine love for people;
- l. Has a high level of integrity and discretion in handling sensitive information;
- m. Has problem-solving skills;
- n. Strong organizational skills;
- o. Is able to bring projects to a successful completion in a timely manner;
- p. Is able to work without direct supervision and is highly motivated, but also functions as a team player who will take initiative and manage multiple tasks and projects concurrently;
- q. Has knowledge of, experience with, or aptitude to learn the latest modes of technology, specifically:
 - i. Microsoft products – Word and Excel,
 - ii. Google products – Chrome, Gmail, Docs, Sheets and Maps,
 - iii. Adobe Products – Photoshop, Illustrator, and InDesign would be a plus, and
 - iv. Donor management software – Donor Perfect;
- r. Understands the culture of Central Pennsylvania and has demonstrated a willingness to work with the people of this area to see them know and grow in Jesus Christ;
- s. Has the ability to secure and maintain a current driver's license and reliable transportation;
- t. Is able to travel around our listening area as required; and
- u. Is fluent in the English language.

Why This Role Matters: Donors are not simply contributors – they are ministry partners. The Donor Care Coordinator helps ensure every supporter of Way Truth Life Radio feels valued, informed, and encouraged, knowing their generosity is making an eternal impact through the proclamation of the Gospel.

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