



Inheritance of Hope's mission is to inspire hope in young families facing the loss of a parent. Our vision is to serve every person in need of this mission – over 7 million people in families facing a parent's terminal illness, just in the US. We do this by creatively delivering a variety of offerings and relentlessly innovating opportunities for families' benefit. We are a hope-filled community of care for the entire family.

DONOR CARE COORDINATOR

-Seeking a creative, nimble, teachable, and results-oriented individual to grow Inheritance of Hope's monthly recurring revenue. An entrepreneurial, "grow or die" go-getter that pays attention to detail, is highly self-motivated, and passionate about telling the loH story.

-20 to 40 hours/week, remote work and flexible work hours

-Reports to the Marketing & Communications Director. Attends weekly Zoom meetings with the Branding Unit and monthly culture conversations with the Business Development and Branding Units.

-Works with a professional coach (provided by loH) weekly to meet and exceed expectations and develop as a fundraising leader

Vision for this role: Generate game-changing growth in monthly recurring revenue for loH's mission

- Grow monthly recurring revenue to become over 50% of loH's annual revenue
- Scale revenue in order to serve more of the 7 million people (just in the US) who need loH

Objectives

- Stop/Reduce/Simplify: Reduce number of recurring giving plans that fail or cancel
- Qualitative: Net Promoter Score of 90+ among Inheritance of Hope recurring givers
- Quantitative: Driving and increasing funnel of at least 1,000 prospects; personally reach out to at least 140 monthly donors and/or prospects each week
- Cash Flow: Grow recurring revenue far beyond costs – generate increasing net positive cash flow for the mission

Expectations

- Take responsibility for and initiative with loH's monthly giving program (Legacy Builders)
- Build a reputation of such outstanding customer service that Legacy Builders becomes a community with infectious energy where "buyers become tellers"
- Manage campaigns for lead generation, lead nurture, lead conversion, and donor retention
- Utilize multiple channels to message, including a strong emphasis on phone calls
- Conceptualize and deliver creative content exclusively for Legacy Builders
- Build and lead volunteer teams to scale quality and quantity of Legacy Builder experience
- Collaborate with the larger loH team – staff, volunteers, contractors – to brainstorm, develop, and execute new ideas for growing recurring revenue
- Use Pardot, Salesforce, Mogli, Canva, and other technology
- Advance loH's mission, vision, culture, and brand

Compensation

- Competitive compensation with IRA and time off benefits per organizational policy
 - SIMPLE IRA contributions matched up to 3% of salary
 - Paid time off is 12 days your first year, then increases annually