Volunteer Opportunity: Individual Donor Retention Coordinator

Carolina Boxer Rescue (CBR)
Commitment: Approximately 3–5 hours per week
Location: Remote
Reports to: Director of Fundraising & Events

About Carolina Boxer Rescue

Carolina Boxer Rescue is a volunteer-run nonprofit dedicated to rescuing, rehabilitating, and rehoming boxers in need across North Carolina, South Carolina, Virginia, and Georgia. Our work depends on the generosity of people who believe every boxer deserves a chance at a better life.

We're looking for a dedicated volunteer to help strengthen relationships with our individual donors and build a donor retention program that supports CBR's long-term sustainability.

Position Summary

The Individual Donor Retention Coordinator will manage the day-to-day activities of CBR's individual donor stewardship and retention program. This person will help ensure donors feel appreciated, understand the impact of their generosity, and remain connected to our mission beyond individual fundraising appeals.

Working with the Director of Fundraising & Events, the coordinator will manage donor follow-ups, coordinate stewardship communications, maintain records in Salesforce, and monitor key retention activities.

This is an opportunity for someone who enjoys relationship-building, organization, thoughtful communication, and making a meaningful difference behind the scenes of animal rescue.

Key Responsibilities

Donor Stewardship and Appreciation

- Coordinate timely personal thank-you communications for first-time donors and other donors identified for individual recognition.
- Help ensure donation acknowledgments and follow-ups are completed consistently.
- Coordinate donor appreciation messages and impact updates that demonstrate how contributions support CBR's mission.
- Help develop meaningful ways to recognize repeat donors and members of CBR's Nub Club monthly giving program.

Donor Retention and Engagement

- Help implement CBR's annual donor stewardship calendar.
- Monitor first-time donor follow-ups and identify opportunities to build lasting relationships.
- Review donor segments and coordinate appropriate outreach to previous donors who have not given recently.
- Support recurring donor welcome, appreciation, and follow-up processes.
- Help ensure donor communications balance fundraising appeals with genuine gratitude and mission-related updates.

Salesforce and Program Administration

- Review approved Salesforce reports to identify donors requiring follow-up.
- Maintain donor stewardship tasks and record completed activities in Salesforce.
- Help monitor outstanding acknowledgments and donor follow-ups.
- Track program activity and prepare a concise monthly report on progress, results, and outstanding needs.
- Follow CBR's donor privacy, data handling, and communication procedures.

Coordination and Continuous Improvement

- Coordinate with the Director of Fundraising & Events to align stewardship communications with fundraising campaigns.
- Use established procedures and templates to ensure consistency.
- Identify process improvements and recommend ways to make donor stewardship more efficient and effective.
- Escalate donor concerns, unusual gift issues, and situations requiring leadership involvement.

Qualifications

We're looking for someone who is:

- Organized, dependable, and comfortable managing recurring responsibilities independently.
- A clear, thoughtful, and professional written communicator.
- Comfortable working with spreadsheets, email platforms, and databases—or willing to learn.
- Detail-oriented and committed to following through on tasks.
- Discreet and respectful when handling donor information.
- Passionate about animal welfare and supportive of CBR's mission.

Preferred, but not required:

- Experience with nonprofit fundraising, donor relations, volunteer coordination, or customer relationship management systems.
- Experience with Salesforce or another donor database.
- Experience coordinating email communications or maintaining an activity calendar.

You do not need to be a Salesforce expert or a professional fundraiser. CBR will provide documented procedures, approved message templates, and guidance.

Time Commitment and Support

This is a volunteer position requiring approximately **3–5 hours per week**. The schedule is flexible, provided routine follow-ups and agreed deadlines are met.

The coordinator will receive:

- A documented donor retention program and operating handbook.
- An annual stewardship calendar and communication templates.
- Defined procedures for donor follow-ups and reporting.
- Guidance from the Director of Fundraising & Events.
- Access to the approved tools and systems needed for the role.

The coordinator will not be expected to independently manage fundraising strategy, change financial records, build complex Salesforce automation, or oversee all of CBR's fundraising communications.

What Success Looks Like

Success in this role means:

- Donors receive timely, thoughtful acknowledgment and follow-up.
- First-time donors are welcomed and given opportunities to connect with CBR's mission.
- Repeat and recurring donors receive meaningful appreciation.
- Lapsed donor outreach is conducted consistently and respectfully.
- Salesforce stewardship activities are documented accurately.
- CBR has a sustainable, measurable donor retention process that can continue to grow over time.

Why Volunteer With CBR?

Donor relationships are essential to keeping rescue work moving forward. By helping people feel connected to the dogs their generosity supports, you'll help CBR build a stronger, more sustainable community around its mission.

Your work will help ensure that the people who support our boxers know they are valued—not just when they give, but throughout the year.

Interested?

If you're organized, enjoy meaningful behind-the-scenes work, and want to help make a lasting difference for boxers in need, we'd love to hear from you.

To express interest, contact Carolina Boxer Rescue at cbfundraising@carolinaboxerrescue.org