



Development Coordinator (Volunteer Lead)

Position Description

Winter 2024

Ideal Start Date: February 3, 2025

About Open Books

Open Books transforms lives through reading, writing, and the unlimited power of books. Since inception, Open Books has impacted tens of thousands of Chicagoans, primarily children (birth – 12th grade), through in- and out-of-school literacy programs and the provision of free books via an increasing number of channels. Open Books' programs have boosted the skills and confidence of thousands of Chicago children, from the newborns who receive books through Dolly Parton's Imagination Library to the first and second grade readers in the Reading Buddies program. Open Books envisions a Chicago where all children have a chance to develop the reading and writing skills they need to feel confident and flourish on their academic journeys and beyond.

Open Books approaches its work with an equity lens and addresses the barriers that make access to books and literacy programs uniquely difficult for children and families in Chicago's resource-withheld neighborhoods. Ten priority neighborhoods served by Open Books include: North Lawndale, Austin, W./Garfield Park, Pilsen, Little Village, Englewood, Belmont Cragin, W./Humboldt Park, and Hermosa.

Open Books is an Equal Opportunity Employer and complies with the spirit and law of anti-discrimination protections to foster a diverse workforce.

About the Position

The Development Coordinator (Volunteer Lead) contributes to the Open Books mission and vision through relationship-building and stewardship of individual volunteers, corporate groups, and financial donors. Through collaboration across all Open Books' departments, including programs, book operations, and community engagement, they provide critical resources to the organization through recruiting, onboarding, and supporting roughly 400 volunteers annually. Additionally, they will support a strong foundation of development operations for the organization through database management, donor communications, and reporting. They will join a team of 28 staff members who seek to transform lives through reading, writing, and the unlimited power of books.

The Development Coordinator (Volunteer Lead) reports to the Director of Development and Communications.

Core Responsibilities

Volunteer Recruitment, Onboarding, and Scheduling (80%)

- Build relationships with new and potential volunteers through written and verbal correspondence.
- Lead and attend volunteer information sessions/open houses and recruitment events.
- Review volunteer applications and onboard new volunteers to Open Books programs, book operations, and community-based outreach team roles.
- Maintain monthly volunteer shift schedules across Open Books' functions, including regular shifts, new volunteer orientations, and one-off volunteer events.
- Collaborate with program, book operations, and community outreach teams to identify volunteer recruitment needs and support existing volunteers.
- Reply to group volunteer requests and schedule volunteer groups in collaboration with appropriate program, book operations, or community engagement teams.
- Maintain volunteer records, including applications, background checks, timesheets, and demographic information.
- Create, conduct, and analyze annual volunteer satisfaction surveys.
- Plan and execute volunteer enrichment and appreciation events.

Development Operations (20%)

- Maintain and update donation and contact information within Open Books' CRM system for financial donors, volunteers, book donors, and bookstore customers.
- Generate donor lists and reports for targeted fundraising campaigns, including twice-annual direct appeals.
- Generate reports on fundraising progress and key metrics for the development team and leadership.
- Create donor communications such as thank you letters, tax receipts, and tribute acknowledgements

Position Requirements & Qualifications

- Organized and detail-oriented
- Proficient with Google Suite (Gmail, Drive, Forms, Docs, Sheets, etc.)
- Strong verbal and written communication skills
- Experienced and engaging public speaker
- Outgoing and enthusiastic about relationship building
- Strong belief in the importance of literacy and literacy education
- Motivated, innovative, and enthusiastic about Open Books' mission and programs

- This position is currently a hybrid role 60% remote, 40% in-person for meetings and events. In-person weekday and daytime availability required as well as occasional weekend and evening hours.

Compensation & Benefits

- Base salary of \$45,000 in addition to competitive benefits, including health and dental insurance
- Voluntary vision and life insurance
- Voluntary participation in the organization's 401(k) plan
- Generous paid time off (in excess of federal and other holidays)
- Flexible, family-friendly work environment.