



Position: Operations and Donor Engagement Coordinator

AGENCY OVERVIEW

Room at the Inn is a shelter for families who are experiencing homelessness, located in Bridgeton, MO. Our purpose is to help our client families get into a home of their own and equip them with the tools needed to achieve success in long-term permanent housing. Room at the Inn operates 24 hours, 7 days per week every day of the year.

We are a small organization, and all staff are expected to assist one another as required.

Shelter with a Purpose. Families with a Future.

POSITION SUMMARY

This is a full-time non-exempt position that reports to the Executive Director and has a strong working relationship with the Manager-Finance and Administration and the Development Coordinator. The position is eligible for a benefits package that includes health coverage and a matched 403b plan.

The Operations and Donor Engagement Coordinator manages the office operations of Room at the Inn and is administrative support to the Executive Director. With a small staff, the Operations and Donor Engagement Coordinator is responsible for a variety of tasks and support functions for the Executive Director as well as the entire professional team. This includes supporting the Manager-Finance and Administration with accounting, operational, and human resources responsibilities; assisting the Volunteer Coordinator with activities for clients and staff; functioning as the main donor database manager and working closely with the Development Coordinator; assisting the programs team as needed; and supporting agency special events.

The ideal candidate is a personable team player who can multi-task within a busy office environment and maintain strong attention to detail. This position is on-site at the agency office in Bridgeton. Independence, initiative, and problem-solving are key characteristics for this position. The position requires flexibility as to work schedule and job duties assigned.

DUTIES AND RESPONSIBILITIES

Operations Duties

- Point person for all agency operations such as:
 - Answering incoming calls
 - Welcoming clients, agency visitors, and volunteers into the building
 - Accepting donations, completing donation acknowledgement, and organizing/storing donations
 - Safeguard all cash and cash equivalent donations until deposited to bank
 - Ordering and receiving supplies
 - Managing storage needs for clients
 - Receiving and distributing daily mail
- Work with Manager-Finance and Administration to schedule repairs on office equipment, furniture, and appliances
- Manage set-up and take down of any training activities for agency staff or clients, including room organization, technology support, food, and other supplies

Information/Technology/Database Duties

- Assist Manager-Finance and Administration with maintenance and repair of IT systems hardware and software, including phone and security systems
- Ensure security cameras are operational and function appropriately, including managing recorded videos needed for staff review
- Support staff with video conferencing and other needs for meetings/trainings, etc.

Donor Support

- Enter all donations into donor database within 24 hours of receipt
- Prepare and send donation acknowledgments within 48 hours of receipt
- Support donors with any administrative or documentation needs
- Prepare annual tax letters for donors
- Manage collection and submission of tax credit forms between donors and state of Missouri
- Run donor credit card reports bi-weekly and enter the accounting system
- Follow Donor Database Policy and Procedures

Accounting Support

- Enter all invoices received into accounting system, with appropriate general ledger coding
- Support Manager-Finance and Administration with agency credit card reconciliation and coding
- Prepare all vendor invoices, present to ED for signature, and mail payments timely
- Ensure funds received are deposited timely
- Provide support for annual financial audit
- Follow Financial Controls Policy and Procedures

Fundraising

- Contribute to agency operations and fundraising and work directly with other departments to ensure agency success
- Assist Development Coordinator and Advancement Committee with special events planning and execution
- Co-Manage fundraising appeals, such as Spring Appeal, Year End Appeal, Capital Campaign, and special appeals with Development Coordinator
- Work with Executive Director and outside contractor/volunteer for creation of newsletter and annual report

Other duties as assigned

MINIMUM QUALIFICATIONS

- Enthusiasm for the mission of Room at the Inn
- Associate's degree required, bachelor's degree preferred, with experience in office management and administrative coordination/support
- Experience with administrative duties, including software and database management
- Proficient in Microsoft Office Suite and Google applications
- Understanding of accounting systems and databases, Quickbooks Online preferred
- Experience with donor database software, Bloomerang preferred
- Willingness and excitement for learning
- Accepting of persons of all faith backgrounds and life experiences
- Professionalism with colleagues and the public
- Problem-solver, initiator, organized, and detail-oriented
- Able to prioritize and multi-task under pressure

Send resume and cover letter to lcamposano@roomstl.org.

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