

Donor Communications Coordinator

Hudson, Ohio • Full-time

Department	Development / Marketing
Reports To	Development Director
Direct Reports	None
Works Closely With	Development Director; Regional Field Directors; Marketing Coordinator; Promotions & Publications Coordinator; Finance; IGL India offices
Location	On-site — IGL North America office, Hudson, Ohio
Status	Full-Time, Exempt
Salary Range	\$44,000–\$47,000

About India Gospel League

India Gospel League is a Christ-centered ministry dedicated to holistic transformation in rural India and across South Asia. Since 1992, IGL has planted more than 135,000 churches through indigenous leaders, with a long-term vision to see a life-giving church established in every village. IGL's model begins with the Gospel and equips local churches to become centers of lasting spiritual and practical transformation through pastor and leadership development, children's ministry and education, healthcare, clean water, and community and economic development.

India Gospel League North America, based in Hudson, Ohio, raises support, tells the story of the ministry, and builds the donor and church partnerships that help make this work possible. At IGL NA, donor communication is closely tied to ministry impact: every thank-you, sponsorship update, donor report, and personal touch is an opportunity to help supporters understand the difference their generosity is making and deepen their connection to the mission.

This role is for a committed follower of Jesus Christ who wants to use strong communication, organization, and donor-care skills in service of Christian ministry.

Position Summary

India Gospel League North America is seeking a Donor Communications Coordinator to bring greater continuity and intentional care to the donor experience while coordinating India Gospel League's growing sponsorship programs.

The role will serve donors from their first gift through the point where they are ready for more individualized Regional Field Director cultivation, with particular responsibility for new and reactivated donors, and donors generally giving up to \$1,000. The Donor Communications Coordinator will also coordinate child sponsorship through Love1More and Project Partner, along with India Gospel League's pastor, nursing student, Bible student, Women With a Mission, Life Center, water well, village, and region sponsorships.

Reporting to the Development Director, and working closely with the Marketing Coordinator, Promotions and Publications Coordinator, Regional Field Directors, the Donor Communications Coordinator will make sure supporters are welcomed well, thanked promptly, kept informed, and cared for consistently. The position combines strong administrative follow-through with warm donor communication and a growth mindset.

This is a hands-on donor care and sponsorship position for someone who enjoys getting the details right, communicating personally, and helping supporters stay connected to the ministry.

Key Responsibilities

The Donor Communications Coordinator owns personalized donor and sponsor communication (one-to-one communication) and follow-up, while coordinating broader campaign and digital communications with the Marketing Coordinator.

New & Reactivated Donor Care

- Own the new-donor thank-you process, ensuring every new donor receives a timely, personal acknowledgment in addition to the standard gift receipt.
- Implement a consistent welcome and onboarding sequence for new donors.
- Welcome and re-engage reactivated donors returning after a gap in giving, helping them reconnect with India Gospel League's current ministry priorities and impact.
- Conduct ongoing lapsed-donor outreach for donors not assigned to a Regional Field Director, using thoughtful email, mail, phone, and other appropriate touchpoints.
- Track first-year donor engagement and identify donors who may need additional follow-up before they quietly lapse.
- Respond to donor questions and requests with warmth, accuracy, and prompt follow-through, documenting meaningful interactions in the CRM.

Entry-Level Donor Care

- Serve as the primary office-based donor care contact for supporters generally giving up to \$1,000 who are not assigned to a Regional Field Director caseload.
- Maintain a consistent communication and stewardship rhythm for entry-level and sponsorship donors, including personal thank-you cards, impact updates, appropriate calls or emails, and other meaningful touchpoints.
- Own distribution of donor update reports, using appropriate personalization and coordinating Regional Field Director follow-up when a donor relationship warrants additional attention.
- Monitor giving patterns and identify donors who are upgrading, downgrading, becoming inactive, or showing signs that they are ready for deeper engagement.
- Support donor retention and appropriate upgrade efforts.
- Identify donors who are ready to move into direct Regional Field Director or Development Director cultivation and ensure a clean handoff with complete notes and context.

Sponsorship Administration & Sponsor Care

- Coordinate India Gospel League's sponsorship programs, including child sponsorship through Love1More and Project Partner, pastor sponsorships, nursing and Bible student sponsorships, Women With a Mission, Life Centers, wells, villages, and regions.
- Maintain accurate and current sponsorship records in the donor database, including assignments, pledge information, renewals, reassignments, cancellations, and related notes.
- Process new sponsorships and renewals promptly and coordinate additions, changes, and reporting with India Gospel League India offices.
- Prepare and distribute sponsor profiles, field updates, letters, photos, seasonal greetings, and other communications that connect donors to the person, ministry, or community they support.
- Track sponsorship commitments, reminders, and follow-up needs in coordination with Finance and Development.
- Handle sponsor questions and service needs with warmth, clarity, and timely follow-through.
- Monitor the sponsorship communication cycle so sponsors receive promised updates consistently and no relationship falls through the cracks.

Donor Updates, Records & Growth Support

- Review and prepare for donor presentation sponsorship documents and regional updates received from India Gospel League India for donor distribution.
- Use formatting tools to improve efficiency of document preparation.
- Prepare donor-ready PDFs and other communication materials in coordination with the Marketing Coordinator and Promotions & Publications Coordinator when design support is needed.
- Keep donor and sponsorship records clean, current, and reliable in the CRM and ClickUp, and maintain practical tracking lists for new, reactivated, lapsed, upgraded, and downgraded donors within the assigned segments.
- Support growth in child, pastor, and nursing sponsorships by supplying the marketing team with stories, profiles, photos, field updates, and program details and by providing timely follow-up after campaigns and events.
- Track sponsorship and donor-care activity and provide regular updates on retention concerns, donor movement, sponsorship status, and opportunities.

Key Working Relationships

- Development Director — direct supervisor and day-to-day partner on donor communication plans, sponsorship growth, and workload management; sets donor strategy, segment priorities, and retention and reactivation goals.
- Regional Field Directors — coordinate donor handoffs, relationship context, selective follow-up, and major-donor or church cultivation while reducing routine administrative communication from their workload.
- Marketing Coordinator and Promotions & Publications Coordinator — partner on donor-facing materials, sponsorship promotion, digital communications, stories, and design needs.
- Finance — coordinate sponsorship records, pledge status, gift coding, reconciliation questions, and donor-account accuracy.
- India Gospel League India offices and ministry teams — coordinate profiles, sponsorship assignments, field reports, photos, letters, and updates needed for donor communication.

Qualifications

Required

- A committed follower of Jesus Christ who is aligned with the mission and values of India Gospel League and respectful of believers across Christian traditions and theological backgrounds.
- At least two years of administrative, donor services, customer service, communications, or nonprofit development experience.
- Excellent written communication and editing skills.
- Strong attention to detail and accuracy, particularly with donor names, sponsorship records, pledge information, and recurring deadlines.
- Strong organizational and follow-through skills with the ability to manage many small commitments, recurring processes, and donor requests at the same time.
- Warm, professional communication by phone, email, and mail and a genuine service orientation toward donors and sponsors.
- Comfort working with databases, spreadsheets, Microsoft Office, and everyday digital tools, with the ability to learn new systems quickly.
- Sound judgment when handling confidential donor information and cross-cultural ministry communications.
- Ability to work collaboratively across Development, Marketing, Finance, and international ministry teams while maintaining clear ownership of assigned responsibilities.

Preferred

- Experience in nonprofit fundraising, donor relations, donor services, or a sponsorship program.
- Experience using a CRM or donor management system.
- Experience using ClickUp for project management.
- Experience with donor segmentation, stewardship, retention, reactivation, or donor communication.
- Editing or proofreading experience, particularly with international or cross-cultural content.
- Comfort using AI-assisted tools thoughtfully and responsibly.
- Associate or bachelor's degree in Communications, Business, Nonprofit Management, Marketing, or a related field, or equivalent professional experience.

The Person We're Looking For

The right person for this role is organized, warm, dependable, and genuinely attentive to people. You notice the follow-up that still needs to happen, the donor who has not heard from us, the sponsorship update that is due, and the record that needs to be corrected — and you take satisfaction in making sure those details are handled well.

You write clearly and personally. You can take a report and make it donor-ready without losing its authenticity.

You also have a growth mindset. You understand that donor care is more than processing records and sending documents. Every thank-you, update, sponsorship renewal, and follow-up is an opportunity to help someone feel known, valued, and more deeply connected to IGL's mission.

Compensation & Additional Information

- Salary range: \$44,000–\$47,000, depending on experience and qualifications.

- This is a full-time, on-site position based at the IGL North America office in Hudson, Ohio.
- Occasional evening or weekend hours may be required for donor events, campaign deadlines, or visits from India Gospel League India leadership.
- Occasional local or domestic travel may be required to support donor, church, or sponsorship activities.