

Position title: Ashlie's Embrace Regional Coordinator

Reports to: Board President

Compensation: None

Summary: Oversee and manage CuddleCot inquiries, donations and dedications in assigned region

Essential duties and responsibilities

- Manage CuddleCot inquiries
 - Monitor email and phone inquiries from medical centers and families
 - Respond to all inquiries within 24 hours of receipt (or next business day over weekends/holidays)
- Facilitate hospital relationships
 - Contact hospital and find correct person
 - Prepare and send agreements
 - Send grant information/applications when applicable
 - Regularly follow up with hospital if necessary
 - Monitor and track all communication and information on master spreadsheet
 - Answer questions from hospital
 - Consult Ashlie's Embrace legal counsel with agreement questions
 - Coordinate day-of dedications with donors/media
- Facilitate donor relationships
 - Complete and file information form
 - Send fundraiser link and monitor progress
 - Keep family updated on hospital progress
 - Coordinate day-of dedications with hospitals
 - Give thank-you packet at or after dedication
 - Send thinking of you card on anniversary/birthday (when applicable)
- Order CuddleCot and memorial plaques; Ship CuddleCot and plaques if not attending dedication
- Perform general office duties
 - Maintain proper reporting and records (i.e. expense reports, attendance, reimbursement requests, outside agency requirements)
- Attendance
 - Travel to attend dedications in assigned region (case-by-case basis)
 - Attend board meetings as requested by the board president
- Keep board president informed of operations, issues, emergencies and concerns via regular updates
- Practice and enforce organizational policies/decorum
- Perform any other duties assigned by board president

Competencies

Not-for-profit acumen: Knows how non-profit organizations work. Knowledgeable in current and possible future policies, practices, trends and information affecting his/her organization. Knows the non-profit sector and is aware of how strategies and tactics work in the space.

Communication: The ability to inform, orally and in writing, with clarity and positive effect. To understand clearly and quickly when instructions are received. Judgement about what information is important and what is not and what should be communicated--how, to whom and when. Must be empathy when working with donor families and assertive when working with medical facilities.

Directing others: Is good at establishing clear directions. Sets stretching objectives. Maintains two-way dialogue with others on work and results. Brings out the best in people and is a clear communicator.

Ethics and values: Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times and acts in line with those values.

Qualifications

Education and/or experience:

College graduate or equivalent experience; more than one year of experience preferred

Computer skills:

Proficiency in e-mail, Google Docs, Microsoft Office and Excel. Strong general computer skills and typing. Access to the Internet on a regular basis.

Physical demands:

Light lifting may be required