

JOB DESCRIPTION
Donor Services Assistant

Date Prepared: 6/04/2018
Date Issued: 6/05/2018
Date Revised:

Approved By: Brad Kimball
Approved By:

POSITION TITLE: Donor Services Assistant

FLSA STATUS: Non-exempt (Full-time)

DEPARTMENT/PROGRAM: Operations

REPORTS TO: Donor Services Manager, when the Donor Services Manager is unavailable, the Vice President of Operations

SUPERVISORY RESPONSIBILITY: None

PRIMARY PURPOSE:

The Donor Services Assistant is responsible for data entry into the donor database that is timely and accurate. The position does advanced input and updates of constituent and gift data, such as adjustments; is responsible for database cleanup; creates/maintains guardrail queries, exports and reports. This would include but not be limited to project coordination, donor assistance. From time to time provide OCF event support. This position also works with other OCF staff on periodic mailings.

QUALIFICATIONS & EXPERIENCE:

REQUIRED: Courteous and professional manner with organizational and communication skills. Fluent in speaking and writing English, other languages is a plus. Must be proficient in Microsoft Word, and Excel. Able to multi-task on several different types of activities. Ability to maintain confidentiality.

Skilled at listening and considering issues, options and alternatives and facilitating problem analysis and resolution. Experience in volunteerism or non-profit organization. A bachelor's degree in business administration or related field is preferred but not required.

DESIRED: Fundraising experience, Understanding of Catholic Church ethics, traditions, procedures and organizational structures. Use of Blackbaud's Raisers Edge software or equivalent to maintain donor records and activities. Experienced bilingual candidates who, in addition to English, are fluent in speaking, writing and interpreting other languages, are strongly encouraged to apply.

EQUIPMENT OPERATED: Computer hardware; printers, projectors and similar IT equipment in an office setting.

ESSENTIAL FUNCTIONS:

- Responsible for professional working relationships with staff, donors, community leaders, volunteers, Parishes, and schools;
- Help with the cultivation and steward of current and potential donors related to events;
- Provides administrative and programmatic support for the Operations team
- Create new constituent records and update records;
- Assist with day-to-day needs of the organization;
- Proactively follow-through on projects to successful completion while meeting strict deadlines;
- Flexibility in job assignments and responsibilities;
- Provide follow up support for all campaigns and events where appropriate;
- Review data for accuracy, assist with data cleanup and data integrity
- Designing and executing queries to clean and prepare data files;
- Ensure donor database is accurate and up to date in order to produce routine reports used to assist in donor cultivation and solicitation;
- Provide backup to the Donor Services & Funds Assistant and Donor Relations Associate.
- Assist with chat session support for donor questions;
- Good written and verbal communication skills;
- Ability to organize and prioritize work;
- Assist in development and support of the OCF website;
- Other duties as assigned;