



POSITION DESCRIPTION

Job Title: Donor Services Assistant (part-time)
Reports To: Director of Donor Services

GENERAL DESCRIPTION:

The Donor Services Assistant will be cross trained in maintaining the basic infrastructure of database management, reporting, gift processing, receipting, donor records, donor relations, prospect research and general administration.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

A. Gift Processing and Receipts

- Ensure that checks are received and accurately recorded in CRM database
- Prepare and send receipt file for donor receipting twice a week. Print and send acknowledgement letters and in honor/memory cards once a week
- Process credit card/ACH transactions as needed

B. Donor Relations and Communication

- Maintain a strong ethos of customer service with all donor relations efforts
- Over communicate with donors on questions/concerns in a winsome, professional and timely manner
- Guarantee a 48-hour turn around with donors and staff
- Write letters for various reasons including receipts, declined cards and gift acknowledgement
- Research donation questions and/or issues

C. Database Management

- Help maintain the integrity of the CRM database
- Identify problems with the database and present possible solutions
- Ensure the accuracy of the donor database including; updating information, coding constituencies and eliminating duplication

D. General Administration

- Preserve the “First Impression” of RUF with all donor relations – phone and email
- Work on other projects as assigned by the Director of Donor Services
- Place stationary orders for the office and field staff as needed



EFFECT ON END RESULTS:

Successful staffing of the position of Donor Services Assistant should result in:

- Successfully working with donor services team to increase effectiveness
- Donors are communicated with clarity and professionalism in a timely manner
- Full utilization of donor systems
- An accurate electronic database containing relevant and up-to-date information regarding constituents that is used to produce mailing lists and donor profiles

QUALIFICATIONS:

- A Christian active in a local evangelical church
- Proficient in MS Word & MS Excel, Google Docs & Sheets
- Experience with CRM database management
- Able to use the internet and email

KNOWLEDGE, SKILLS & EXPERIENCE:

- Detail oriented and organizational skills required
- Oral and written communication skills including correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal customer relation skills using tact, patience and courtesy
- Prior work experience within an non-profit environment is preferred
- Ability to work in a fast paced environment

Please send Cover Letter and Resumes to jobs@ruf.org