



POSITION DESCRIPTION

Job Title: Donor Services Associate
Reports To: Assistant Director of Donor Services

GENERAL DESCRIPTION:

The Donor Services Associate will maintain the basic infrastructure of the CRM database and be proficient in reporting, gift processing, receipting, maintaining donor records, donor relations and communication and assist with general administration.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- A. *Gift Processing and Receipts*
 - Process online credit card/ACH transactions, daily
 - Process and maintain recurring giving
 - Update and maintain gift records on donor accounts
 - Export and import records into CRM database
 - Prepare and send receipt file for donor receipting, twice a week

- B. *Donor Records*
 - Research and troubleshoot donation questions and/or issues as needed
 - Organize and maintain files on individuals, churches, corporations, and foundations
 - Keep data within organizational standards

- C. *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 response time with donors and staff
 - Send letters for various reasons including receipts, declined notifications and gift acknowledgement



D. 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
- Be proficient in pulling queries
- Assist with data clean up

E. General Administration

- Work on other projects as assigned by the Director of Donor Services

EFFECT ON END RESULTS:

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

- Successfully working with donor services and advancement team to increase effectiveness
- Communicating with donors in a timely manner with clarity and professionalism
- Full utilization and proficiency of all donor systems
- Cross trained with other Donor Services team members
- An accurate CRM database containing relevant and up-to-date information regarding constituents that is used to data, analytics and mail list for advancement team
- Clear procedures for communicating fund raising results with accounting department

TECHNOLOGY QUALIFICATIONS:

- Proficient with Microsoft Excel
- Database management, data processing, data importing and reporting
- Experience with CRM database system; preferably Blackbaud – Raisers Edge
- Strong use of email and internet research

KNOWLEDGE, SKILLS & EXPERIENCE:

- A Christian active in a local evangelical church, required
- Detail oriented and organizational skills
- Oral and written communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary
- Interpersonal customer relation skills using tact, patience, and courtesy
- Ability to work in a fast-paced environment

Send Cover Letter and Resume to jobs@ruf.org

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