

Donor Care Coordinator

Position Summary

The donor care coordinator will ensure excellent execution of donor care, including in-bound and outbound donor and guest correspondence through phone, mail, email and in person. This position will also handle data entry, coordinating the data processing of donor gifts and helping to maintain the integrity and accuracy of ALM data related to donor statistics and gift records. The donor care coordinator will also provide administrative support, as needed, to the development team.

Essential Job Functions

- Answer the phone; coordinate the handling of all in-bound phone calls including responding to donor questions and requests, problem solving, gift processing and donor care.
- Sort and distribute the daily mail in compliance with ALM's mail processing procedures.
- Assist in the preparation of the daily deposit of donations received in the mail, which will include accurate data entry and processing of gifts received in-house.
- Assist the Finance Department in balancing daily the total dollars for gifts received at external mail processing center with accompanying deposits.
- Support the reconciliation of finance reports within donor database and bank statements.
- Perform EFT (electronic funds transfer) uploads from EFT Corporation into ALM data twice monthly, providing correct coding and supporting process files.
- Comply with data processing systems best practices.
- Assist with the retrieval and processing of telemarketing and radio gifts.
- Develop and execute a process for updating credit card and EFT information for donations in order to avoid loss of revenue. This will include a proactive approach to acquiring updated financial information and a reactive approach for when payment has been declined.
- Coordinate the processing of returned mail which will include researching updated donor contact information, elevating activity of any current and/or prospective major donors to a team member and updating accurate information in data management system.
- Develop and coordinate process for fulfilling >\$500 donor prayer requests.

- Oversee external gift processor donation scan look-ups; provide communication needed toward resolution of donor disputes or problems; distribute as needed.
- Accurately create new and update existing donor records in the database using established database business rules.
- Assist with “in house” production projects as needed.
- Prepare and mail Honor/Memorial Cards.
- Greet all guests and accept deliveries.

Additional Job Functions

- Assist with in-house gift acknowledgements.
- Proactively identify donors that are qualified for further major donor cultivation.
- Assist with annual financial audit.
- Coordinate volunteer program and prepare projects for volunteers.
- Pray with donors on the phone as needed/requested.
- Perform other duties as assigned.

Accountabilities

- Frontstream and Luminate merchant account credit card files are verified and posted each business day within 24 hours of receipt.
- Internal gift data is posted within 24 hours from receipt in mail.
- Posting of gifts at external gift processing vendor are verified within one business day.
- Data updates and gift postings are 100% accurate.
- Timely, accurate responses to donor correspondence from mail, email, and in-bound telephone calls are provided.
- Valuable donor information is identified from response devices and checks and updated in donor records.
- Other annual and quarterly goals and objectives are met.
- ALM policies and procedures and Internal Team Values are followed.

Competencies

- **Accuracy** – Demonstrates precision and correctness in work. Has the ability and desire to produce accurate work that is free of errors on a consistent basis.
- **Communication** – Speaks clearly and writes effectively and persuasively in positive or negative situations; listens to management, co-workers, donors, end recipients, vendors and others in order to effectively and efficiently share information and ideas; demonstrates effective group presentation and meeting skills.
- **Initiative** – Without prompting, takes proactive steps to manage and/or improve all work tasks and operations. Is innovative, responsible and insightful.

- **Planning and Organizing/Time Management** – Plans and prioritizes work activities, uses time efficiently and develops realistic action plans; establishes and adheres to deadlines; collects, analyzes and uses data to manage effectively and efficiently.
- **Results-Oriented Thinking and Behavior** – A genuine concern for effectiveness; possesses the desire to get the job done with excellence; mentally, is focused on getting the best results for actions taken; does not settle for mediocrity.
- **Responsiveness** – Responds appropriately and timely to requests for information by members of the management team, other internal customers and external customers, and demonstrates sense of urgency.

Required Minimum Education, Experience and Skills

- Some college or technical training in business, communications or a related field
- Two years' experience working in non-profit data processes, fundraising, accounting or related fields
- Proven track record of project and time management
- Proven track record of customer service
- Proficient in the use of Google and Microsoft Office products
- Ability and willingness to share the Christian faith through word and deed

Preferred Education, Experience and Skills

- Two years' experience working with data systems such as Raisers Edge, Salesforce, etc.
- Three or more years of experience in non-profit data processes, fundraising, accounting or related fields
- Bachelor's degree in business, communications or a related field