

## Child Crisis Arizona Position Description

<b>Title</b>	Data and Gift Processing Coordinator
<b>Supervisor</b>	Philanthropy and Data Manager
<b>Salary Grade</b>	
<b>Classification</b>	Exempt

### PRIMARY JOB FUNCTION:

### ESSENTIAL FUNCTIONS

- In collaboration and with guidance from the Philanthropy and Data Manager, responsible for the entire data lifecycle, including data acquisition, entry, cleaning, transformation, integration, and archiving, ensuring data quality, consistency, and integrity.
- Responsible for completing daily, monthly, quarterly, and annual donor gift processing, ensuring accuracy and timeliness.
- Conduct regular data audits to identify and address anomalies, inconsistencies, and errors, implementing data quality improvement initiatives.
- Manage the thank-you process for in-kind donations, ensuring donors feel appreciated and valued.
- Assist with receiving and outgoing mailing operations, such as recording/scanning of donation letters received, preparation of outgoing letters, mail merge, envelopes, sealing, and metering.
- Provide front desk coverage when needed and assist in answering organization phone calls, transferring calls, donation calls, donor request calls, receiving donations and take messages as needed.
- Work collaboratively with assigned team members to ensure timely and accurate processing of gifts within specified timelines.
- Provide donor segmentation lists and reports to support agency donor initiatives, contributing to strategic planning.
- Assist with donor gratitude calls as assigned, contributing to the cultivation of positive relationships with donors.
- Assist Philanthropy and Data Manager in executing special projects aimed at improving the integrity of the database.
- Support the team in recognizing and stewarding donors through various initiatives, enhancing donor engagement.
- Maintain organized files and records, handle support tasks, and extract critical donor reports, event invitation lists, and vendor/sponsor lists.
- Dedicate approximately 25% of time to providing administrative support, ensuring smooth day-to-day operations.
- Attend and actively participate in team meetings and other designated agency-related meetings as appropriate.
- Develop and maintain positive relationships with staff and volunteers, fostering a collaborative work environment.
- Actively participate in ongoing training to stay abreast of industry best practices and emerging trends.
- Model the agency's expectations for sensitivity and competency in relation to diversity and cultural awareness.
- Other duties as assigned.

## **EDUCATION/EXPERIENCE**

- High School Diploma or GED equivalent
- 2-3 years or recent work experience with nonprofit CRM/donor databases and administrative support preferred.
- Strong organizational and multitasking abilities.
- Excellent communication and interpersonal skills.
- Proficient in basic office software (e.g., Microsoft Office Suite).
- Familiarity with mailing equipment and procedures is a plus.
- Ability to multitask, delegate and follow up in a fast moving and changing environment
- Highly proficient with Microsoft Office Suite and comfortable with technology in performing job duties.
- Must be at least 21 years of age
- Must possess or able to obtain a Level One Fingerprint Clearance Card upon employment
- Must have valid Driver License and five-year clean driving record
- Able to display verbal and written communication skills that meet the requirements of position

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch or crawl; talk, hear, taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to lift and carry at least 50 pounds

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee may be occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold and heat.

The noise level in the work environment is usually moderate.

## **Salary and Application**

Salary Range: \$45k – \$50k

[Careers - Child Crisis \(\[childcrisisaz.org\]\(https://childcrisisaz.org\)\)](https://childcrisisaz.org/careers)

I have reviewed this copy of my job description and understand all of the requirements and functions of my position. I also understand all of the demands, both physical and mental required by this position and by signing below agree that I am willing and able to perform such functions.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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Employee Signature

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Date

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HR Supervisor or Manager Signature

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Date