

JOB DESCRIPTION

JOB TITLE GIFT PROCESSING SPECIALIST
DEPARTMENT PHILANTHROPY
REPORTS TO SR DIRECTOR OF OPERATIONS
SUPERVISES N/A
HOURLY RANGE: \$24-28/HOUR

POSITION SUMMARY

The Gift Processing Specialist is responsible for processing contributions and ensuring all gifts are promptly and accurately processed. Provides support by regularly performing various facets of gift entry, generating donor acknowledgements, reconciliation of gift information, tracking mailings and appeals, and assist with gift reporting. Also assists gift information analysis, creates queries, data pulls, and produces regular financial reports. This position plays a key role in maintaining the database system integrity via regular data entry, performing gift entry audits, and updating departmental donor and financial central files.

RESPONSIBILITIES AND DUTIES

- Processes all cash, credit card, online gifts, recurring gifts, gift in kind, and pledge payments.
- Assist with recording stock and wire transfers, by supporting the Senior Director of Operations with collecting support documentation and confirming deposits.
- Determine appropriate gift designations by reviewing accompanying documentation or requesting additional information prior to entry.
- Oversee all aspects of the matching gift processing to include gift entry, donation confirmations, and preparing proper acknowledgments
- Responsible for capturing all soft-credit and tribute gift information in the donor database
- Review all gift related mail for any biographical information updates and/or creating new records as needed.
- Reviews documentation for accurate gift entry, by reviewing daily deposits and performing weekly gift entry audits
- Responsible for coordinating reconciliation of all gifts for monthly and quarterly reporting.

- Review, reconcile, and update pledge and payment information on pledges
- Prepare timely and accurate donor acknowledgment letters, gift receipts, and other donor correspondence. Including flagging VIP and high priority contributions and notifying appropriate staff member(s) if custom letters are needed from fundraisers and/or leadership.
- Partners with the stewardship team to update gift acknowledgment letters and other correspondence and ensure information is recorded in donor database and shared department drive.
- Prepares memorial and honorarium gift acknowledgement email, cards, or letters in coordination with annual giving and stewardship team members.
- Ensure appeals and packages are accurately added and updated based on mailings and reporting needs.
- Routinely review, update and maintain gift and donor processes to ensure accuracy and data integrity, following department policies and procedures and update as needed.
- Perform database analysis and make financial corrections and adjustments as needed. In addition, will coordinate these adjustments with internal departments to ensure accuracy within all relevant groups
- Regularly gathers and provides support documentation for gifts and handles reconciliation of gift deposits, and recording information within the departmental shared drive
- Responsible for maintaining and updating fund account information in coordination with Finance and OSP. Includes requesting new account creation as needed based on gift requirements and obtaining proper supporting documents.
- Interacts directly with staff, donors and general public responding to inquiries regarding donations

- Assist with overall financial reporting, data/mailling list pulls, accounting deposits, and as needed reports
- Assist with special projects and communications for the department, and other duties as assigned.
- Provide administrative support to the Senior Director of Operations and staff.
- Details of established essential functions for this position will be addressed/discussed during the interview process.

POSITION REQUIREMENTS

- Minimum 2 years' experience demonstrating knowledge and experience with gift processing, data entry and analysis, creating queries, with import/export experience a plus
- Skill and experience to gather, organize, analyze and interpret a variety of complex data and effectively communicate information both written and verbally to staff and management in various functional/operational areas.
- Knowledge of GAAP accounting principles and understanding of IRS regulations is a plus
- Strong interpersonal, verbal and written communication skills, and attention to detail.
- Strong skills using Microsoft Office (Word, Excel, PowerPoint, SharePoint, Access).
- Experienced database skills, preferably using Raiser's Edge or similar donor database.