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| **JOB TITLE:** | Donor Services Representative | **FLSA STATUS:** | | Non -Exempt |
| **EFFECTIVE DATE:** | April 2015 | **REPORTS TO:** | Director of Donor Services | |

**POSITION SUMMARY:** Process all financial donations and handle donor inquiries.

**CORE WORK PRINCIPLE:** Colossians 3:23 is the foundation of URM’s standard for employment, “Whatever you do, work at it with all your heart, as though you were working for the Lord and not for people”. The goal for each employee is to enrich and sustain a humble heart attitude; to enrich and sustain a mindset of serving others, treating them with kindness and truth; and to enrich and sustain a zealous desire for achieving work objectives without any ulterior motives or agendas.

**ESSENTIAL FUNCTIONS:**

* Open and sort mail
* Scan, encode, sort and box batches as required
* Verify all scanned images against originals and make corrections as necessary
* Produce daily reports of donations received, verify, reconcile and prepare daily bank deposits
* Correspond with and respond to donor inquiries, requests and update information as needed
* Produce and send gift acknowledgment letters, tribute cards, and other correspondences
* Track and follow up on matching gift requests from employers
* Fill in and cross train in PBX and mail room
* Filing, faxing, photocopying, shredding and other general office duties
* Must be able to work overtime and weekends as needed

**EXPERIENCE, EDUCATION AND LICENSURES:**

* Associates degree or higher preferred
* Minimum 1 year related experience preferred (processing gifts, operating and maintaining database)
* Proficient in Microsoft Office programs including Word, Outlook and Excel

**KNOWLEDGE, SKILLS AND ABILITIES:**

* Ability to communicate effectively in both written and verbal formats
* Excellent customer service skills
* Work well under pressure with periodic heavy workloads
* Excellent attention to detail
* Ability to work in a team environment
* 10 key experience

**PHYSICAL DEMANDS:** In general, the following physical demands 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 allow differently-abled individuals to perform the essential functions of the job.

* Repetitive hand motions
* Prolonged use of computer terminal possible
* Light physical work, bending and lifting

**WORK ENVIRONMENT:** In general, the following conditions of the work environment are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow differently-abled individuals to perform the essential functions of the job within the environment.

* The office is clean, orderly, properly lighted and ventilated.
* Noise levels are considered low to moderate.

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| Employee (print) |  |  |  |
| Employee (signature) |  | Date: |  |
| Supervisor or HR: |  | Date: |  |