

Lutheran Services Carolinas

Job Description

Job Title: Donor Services Specialist

Supervisor (title): Director of Development

Department: Development

Approved by: B. Welch 

Date: 5/27/2014

Position Purpose/Summary:

This position is responsible for assisting with the donor services function and a variety of other tasks as assigned to support the resource development function in compliance with LSC policy guidelines.

Essential Functions:

Assists in setting up new records, entering gifts and applicable donor information and coding per LSC's business practices manual, with primary responsibility for certain types of gifts (e.g., staff gifts, online gifts, gifts-in-kind, etc.).

1. Assists in confirming accuracy of daily batch deposits in the donor database.
2. Manages address updates in the donor database as appeals, newsletters, etc. are returned to the office. Also, makes list updates in the donor database once mailing lists and other lists have been reviewed by development team members and lists have been finalized.
3. Collaborates with the director of development, donor services manager, and administrative staff to design and implement a system for efficiently producing gift acknowledgements that can be personalized as needed; manages master letters and letter archives, and uploads and edits letters in the donor database.
4. Coordinates the annual "100 Staff Who Care" project or similar calling projects. Key tasks of this project include, but are not limited to, pulling and preparing call lists from the donor database, assembling the caller packets, and importing the completed call sheets into the donor database.
5. Coordinates and manages the data for the annual employee appeal. Key tasks of this project include, but are not limited to, pulling employee information for printing of pledge cards, processing employee gifts and pledges in the donor database once forms are returned, and creating and pulling reports regarding results of employee appeal.
6. Assists with pulling and proofing lists for mailings, annual reports, donor rosters, etc. as assigned; produces mailings as assigned.
7. Assists with pulling and proofing month-end reports and other reports as assigned.

8. Assists with providing routine maintenance and clean-up of the donor database.
9. Be able to execute the key tasks of the donor services manager's function to minimize any disruption in gift entry during periods of extended absence by the donor services manager or periods of high volume gift entry (e.g., capital campaign, holiday appeals, month-end, year-end).
10. Works with director of donor relations and donor relations specialist to provide data support and data coordination for LSC's volunteer program.
11. Organizes and maintains the materials archives for LSC's development function.
12. Performs other development, public relations, and donor relations functions as assigned.

Supervisory Responsibilities, if any (*The scope of the person's authority, including the positions that report to the incumbent.*):

N/A

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job:*

Education: High school diploma

Experience: Proven ability to communicate with all levels of staff, volunteers, and donors. Demonstrated attention to detail.

Specific skills/abilities: Excellent computer skills including Microsoft Office software products

Specialized knowledge, licenses, etc.:

Preferences (Optional):

1. College Graduate.
2. Experience with The Raiser's Edge.
3. Proven proofreading skills.

Working Conditions/Physical Requirements:

Office environment

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions, and duties of the position.