

# Lutheran Services Carolinas Job Description

**Job Title:** Donor Services Specialist

**Supervisor (title):** Director of Foundation Relations

**Department:** Development

**Approved by:** M. Lura  **Date:** 1/6/2015 **Revised:** 11/1/2018

**Position Purpose/Summary:**

This position is responsible for a variety of donor services functions and other tasks as assigned to support the Resource Development function.

**Essential Functions:**

1. Creates new records, enters gift batches and applicable donor information, and coding per LSC's business practices manual, with primary responsibility for certain types of gifts (e.g., staff gifts, Foundation gifts, etc.).
2. Manages address updates in the donor database as appeals, newsletters, etc., are returned to the office. Also makes updates in the donor database once mailing lists and other lists have been reviewed by development team members and finalized.
3. Collaborates with development and administrative staff to design and implement a system for efficiently producing gift acknowledgements and personalizing them as needed.
4. 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.
5. Creates queries to extract lists for mailings, annual reports, donor rosters, etc., as assigned; produces mailings as assigned.
6. Proofreads mailing lists as assigned.
7. Responsible for reporting as assigned and audit of such reports for accuracy.
8. Monitors church leadership changes in Lutheran congregations in North and South Carolina monthly and updates records in the donor database.
9. Participates in providing routine maintenance and clean-up of the donor database.
10. Organizes and maintains hard copy and archival donor and estate records.

11. Understands complex gift types, internal systems and protocols, and LSC campaigns, funds, and appeals in order to execute key donor service tasks as needed 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).
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: Two years college or related technical training.

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.:

N/A

**Preferences (Optional):**

1. College graduate.
2. Experience with The Raiser's Edge donor database
3. Proven proofreading skills.
4. Proven project management skills.

**Working Conditions/Physical Requirements:**

1. Office conditions apply; sitting at desk and in front of computer for extended periods.
2. Ability to reach overhead, bend, stoop, etc.

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

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Employee Signature Date

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Supervisor Signature Date

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