



Care and Share Food Bank for Southern Colorado

Division/Department: 10-Administration

Location: Colorado Springs

Job title: Donor Services Coordinator

Reports to: Chief Financial Officer

Status:
Hourly

Type of position:

- Full-time
 Part-time
 Contractor
 Intern

Hours: 40hrs/week

- Exempt
 Nonexempt

Position Summary:

Process and acknowledge incoming donations. Maintain the accuracy and completeness of all donor information in the donor database (currently Raisers Edge).

Duties and Responsibilities:

- Create, maintain, and upgrade computer database for donors (Currently Raisers Edge).
- Enter and maintain donor gifts and information in the donor database in a timely, thorough, and accurate manner.
- Generate donor acknowledgements in a timely manner.
- Prepare customized reports from the donor database to assist team with donor prospect research, profiles, and back-up materials, mailings, etc.
- Reconcile reports with Finance department data.
- Provide general support to fundraising team, including drafting correspondence, maintaining files, preparing background materials, assisting with logistics and volunteer activities, and carrying out tasks as assigned.
- Provide Development Team with donor information for acknowledgement calls or other requirements.
- Coordinate with Development Team to track gifts by appeal, event, campaign, etc.
- Respond to telephone/written inquiries in a timely manner.
- Respond to donor requests and inquiries in a professional and timely manner.
- Act as liaison between Care and Share Food Bank and the donor database software (currently vendor - Blackbaud).
- Process, monitor, and reconcile credit card payments.
- Maintain accurate and detailed donor records for auditing purposes.
- Must be willing to work additional hours as needed during busy seasonal periods.
- Perform other duties and tasks as requested by the CFO.

Work experience requirements:

- Computer experience working with database software.
- Intermediate skill in Microsoft Excel and Word. Including experience with data exports, tables, and pivot tables.
- Ability to operate office equipment such as computers, printers, postage meters, adding machines, coin counters, and other office related equipment.
- Ability to communicate clearly and courteously with donors, volunteers, and other staff members.
- Ability to maintain accurate and detailed records with a high attention to detail.
- Prior work experience maintaining donor pledge records and understand related accounting records.
- Ability to work effectively with external auditors
- Ability to work with minimal supervision.

Additional Information:

- Compensation: \$17-\$22 per hour
- Benefits: Health, Dental, Vision, Life/Disability, PTO, 401k Match

Reviewed by:

Date:

Employee Signature:

Date:

By signing, I confirm that I have read and reviewed my job duties and responsibilities and am in agreement that the description is an accurate representation of my job function.