



## ROLE DESCRIPTION

**Role:** Donor Services Clerk

**DEPARTMENT:** Development (Advancement/Fundraising)

**REPORTS TO:** Donor Services Director

**CLASSIFICATION/ STATUS:** Full-Time (30-40 hours/week)

The work is conducted at 1805 Dalton Avenue, Cincinnati, OH 45214.

**GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:** The Donor Services Clerk processes financial gifts that have been donated to City Gospel Mission. These gifts may be electronic, checks or cash. This person ensures that each donation is handled with the utmost integrity and accurately entered in the donor database. The person is also critically important to providing donor care by answering questions or praying as donors call the Donor Services Office. He/she may also engage with City Gospel Mission event planners, major donor officers, and program leaders concerning donations and donor information.

### MAJOR POSITION RESPONSIBILITIES:

1. Do the work at hand in a manner that is aligned with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for ourselves and participants in our programs.
2. Data Entry/Gift Processing:
  - Open, count, and sort mail to be entered as gift batches in donor database.
  - Enter gifts from mail and non-mail sources as needed.
  - Enter non-mail gifts and donor information in donor database as needed (online gifts, prayer requests, etc.).
  - Perform database maintenance tasks as assigned, such as duplicate merges.
  - Charge credit cards gifts received by phone or mail via approved software/website.
  - Maintain security of donors' personal information, such as credit card numbers, addresses, gifts, contact information, etc.
  - Provide donor database staff support when requested.
  - Attention to detail is paramount. Data entry experience, accuracy and speed are critical components of daily tasks.
  - Employee must be able to work with minimal supervision upon training and be comfortable working in a fast-paced environment.
3. Report Processing and Analysis
  - Run reports from the Donor Database and analyze or share information with the Development Team.

4. Donor Relationships:

- Answer Donor Services phone and address caller needs.
- Work with and supervise Donor Services volunteers as needed.
- Fold receipt letters and stuff envelopes. Merging and printing receipt letters as needed.

5. Computer Work:

- Proficiency or familiarity with Microsoft Word and Excel.
- Experience with Raiser's Edge software or other donor database software is a plus.

As with all CGM staff, the person in this role will complete other work-related duties as assigned.

**PERSONAL REQUIREMENTS:**

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and Bible study.
4. Agree with and sign the Statement of Faith of City Gospel Mission.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.

**PHYSICAL REQUIREMENTS:**

1. The ability to move and function in an office environment. May require ascending/descending stairs, lifting or moving up to 25 pounds of office equipment or furnishings in a business setting.
2. The person in this position frequently communicates with donors and staff who have questions. She/he must be able to verbally exchange accurate information in these situations.

**SKILLS AND EDUCATIONAL QUALIFICATIONS:**

1. High school degree or equivalent credentials.
2. Personal integrity is essential, as position requires handling of sensitive information.
3. Team player who is organized, productive, and willing to take on new tasks as needed.
4. Candidate can communicate clearly in oral and written form. Computer skills are essential.
5. Must pass both background and drug screening.

Date Revised: 3/31/22

Wes Gilbert, Donor Services Director

Kelly Wilson, Human Resources Director