



# Job Description

<b>Job Title:</b> Donor Database Support	<b>Department:</b> Development	<b>Location:</b> 2114 Macdonald Ave.
<b>Reports To:</b> Digital Services Manager	<b>FLSA Status / Salary Grade:</b> Non-Exempt/ 3	<b>Date:</b> August 2022
<b>Full-time</b> ____	<b>Part-time</b> ____	<b>Seasonal/Temporary</b> __x__

## Summary of Position:

Participate in the performance of a variety of duties and projects involved in collecting and entering data into a computer according to instructions; verify and distribute resultant printouts as required or requested. Provide administrative assistance as requested.

## Duties & Responsibilities:

- Cultivate and sustain relationships with individual donors, responsible for all aspects of relationship management ultimately to secure/increase support of BARM:
  - Manage a defined portfolio of donors.
  - Identify current donors who have the capacity to increase giving to next gift level and give them an opportunity to do so
  - Provide a high level of responsiveness and customer service in all donor interactions
  - Provide donor contact lists for all donor contact activities and events
  - Maintain history and profile information associated with major donors within Raiser's Edge
  - Proactively communicate the needs, plans, and progress of Bay Area Rescue Mission
  - Acknowledge all gifts in an appropriate and timely fashion, consistent with BARM standards and relevant stewardship plan.
  - Maintain a consistent schedule of donor thank you letters, calls, and visits.
- Maintain CRM (Raisers Edge) – so that all of the Development team know who their donors are that they are responsible to connect and partner with.
- Enter donor and donation information from print out into Raiser's Edge.
  - Credit card, online, EFT, Network for Good and PayPal transactions
  - Photocopy for record-keeping as needed
  - Input gift entries
  - Log cash and non-cash gifts in Logbook
- Occasionally receive over-the-phone donations
- Print receipts/letters; insert, complete postage and mail out
- Maintain accurate donor records
  - Respond to donor requests, via phone or email as appropriate
  - Correct donor name(s), address, and other information
  - Combine duplicate donor records
  - Input new donor information
  - Update codes as appropriate
- Print Year-end tax statement: insert, complete postage and mail out
- Work with Development Department staff to complete queries, reports, projects, perform data entry and additional tasks as requested
- Give completed batches to Business Manager for archival
- Provide routing office support such as making copies, faxing, answering phones, and prepare correspondence for mailing.



# Job Description

- Pray for BARM donors

## Skills and Qualifications:

- Christian with a compassion for the homeless and addicted
- Proficient in Microsoft Word, Excel, and Outlook required, knowledge of Raiser's Edge a plus
- Skilled and accurate with a 10-key and in data entry operations
- Able to read, write, and perform mathematical computations
- Knowledge of statistical reporting helpful
- High degree of accuracy, organization, and attention to detail
- Computer literate, able to type 55+ wpm with a high degree of accuracy
- Reliable and trustworthy – able to maintain confidentiality, high productivity and meet deadlines
- Strong visual acuity
- Good communication skills – verbally in person and on the phone

## Working Conditions/Physical Factors:

*Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%*

Requires sitting for extended periods of time – *continuously*

Requires use of fingers and hands; fine motor skills – *continuously*

Requires visual acuity - *continuously*

Typical office environment – majority of time spent looking at a computer monitor

Climb stairs daily to office

## Education/Experience:

High school completion or equivalent

One-year previous data entry experience and administrative experience

Previous experience working for or volunteering for a non-profit organization helpful

## Requirement:

The Bay Area Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious, and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and Statement of Purpose. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in all of the ministry activities of the Bay Area Rescue Mission.
- Subscribe to the Bay Area Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed.
- Adhere to the Bay Area Rescue Mission Employee Handbook.

This position requires a Conflict-of-Interest Statement and a Confidentiality Statement.

***My signature below acknowledges that I have read and understand the job description as described herein. I understand that this job description is not all-inclusive.***

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Signature

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Printed Name

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Date