

**JOB POSTING**

***Development Donor Relations Specialist***

**ABOUT US**

*Inter-Faith Food Shuttle envisions a hunger free community. We feed our neighbors, teach self-sufficiency, grow healthy food, and cultivate innovative approaches to end hunger. As a member of Feeding America, the Food Shuttle distributes over 9 million pounds of food per year, 37% of which is fresh produce. From Grocery Bags for Seniors, BackPack Buddies, and School Pantries; to Community Health Education and Mobile Markets; Catering and Culinary Job Training; and Community Gardening and a 14-Acre Farm; we go directly to the point of need to empower people and overcome the burden of hunger.*

*Reporting to the VP of Development, the Development Donor Relations Specialist is a full-time position with the primary responsibility of maintaining and managing the organization’s donor information systems with over 30,000 records to ensure that all donor records are complete and accurate, and all gift data is recorded accurately and timely. This includes gift processing, managing data import and data entry, data extraction, preparing acknowledgment letters, creating development reports and dashboards, analyzing donor data to identify development trends, conduct research on current and prospective donors, and other related activities. In addition, this position will interact with donors and will provide customer service, along with stewardship and cultivation.*

*This role is a resource for the development team, answering questions, running queries, and making updates to the system as needed and serves as the key point of contact for monthly reconciliation of all contributions with the finance department. The ideal candidate enjoys both people and data analysis, proposal/report writing, project management, and has a passion for building and fostering deeper and positive relationships with donors over their lifetime.*

**DUTIES AND RESPONSIBILITIES**

Responsibilities include (this list is not intended to be exhaustive, rather an overview):

Gift Processing: (50%)

* Manage processing of all gifts via mail, credit card, online, wire and stock transfer, and monthly donor credit card expirations
* Generate donor gift acknowledgment letters within a 24-48 hour turnaround, utilizing and overseeing volunteers supporting process
* Oversee redemption of Matching Gifts in a timely manner including verifying donations and submitting required paperwork. Track outstanding pledges and produce pledge reminders as appropriate
* Provide customer service and engaging directly with donors to process gifts, manage current giving, or other giving requests
* Work with finance to ensure all gifts and payments are reconciled monthly
* Provide giving statements when requested or as needed
* Processing event RSVPS; preparing registration/ticket sales, donation reports for committee meetings; managing in-kind donation process for events (collecting forms, recording in database, acknowledgements); and supporting post-event processing, data entry, acknowledgements, etc.

Database Management & Date Analytics: (25%)

* Maintain donor information in CRMs (DonorPerfect and QGiv) with a focus on integrity, updates, and corrections
* Develop and implement policies to guide gift entry and ensure that the database effectively captures donor gift information
* Generate accurate financial and analytical reports, to assist in the development of data driven resolutions
* Develop, track, and produce monthly and campaign-specific reports for senior management including finance and board committee reports
* Manage exports and lists for development projects including the annual report, direct mail, recognition lists, annual event and other cultivation events, and other related activities
* Provide donor and suppression files for direct mail campaigns, enter key codes for acquisition and renewal pieces, prepare monthly and annual Direct Mail reports for analysis and planning
* Work across teams, including Development Operations, Communications, IT and Finance Operations, to identify and resolve data issues and maintain good data hygiene.

Donor Relations: (25%)

* Provide customer service and engagement directly with donors to process gifts, manage current giving, or other giving requests
* Execute donor management, cultivation and stewardship strategies for assigned donors
* Conduct research on current and prospective donors using online resources including LinkedIn, Google, etc.
* Assist with donor engagement and volunteer management at events and activities

**QUALIFICATIONS**

* Bachelor’s Degree in related field or equivalent experience; minimum 3-5 years’ experience using and managing donor management software systems required (Raiser’s Edge, Advance, or DonorPerfect experience preferred)
* Ability to take initiative and manage multiple priorities simultaneously
* Desire to work in a mission-driven, nonprofit organization
* Strong verbal and written communication skills in English, Spanish a plus
* Sound judgment, sensitivity to diverse constituencies, excellent interpersonal skills
* Knowledge of fundraising policies and nonprofit conventions
* Proficiency in Microsoft Office Suite including Outlook and Excel

**CORE COMPETENCIES**

**Analytical Thinking**: The ability to tackle a problem by using a rational, systematic, sequential approach.

**Fostering Teamwork:** As a team member, the ability and desire to work cooperatively with others on the team; listens and responds constructively to other team member’s ideas. Provides assistance, information, or other support to others, to build or maintain relationships with them.

**Customer Orientation**: The ability to demonstrate concern for satisfying one’s external and internal customers.

**Flexibility**: The ability to be open to different and new ways of doing things; willingness to modify one’s preferred way of doing things.

**Thoroughness**: Ensures that one’s own and others’ work and information are complete and accurate; carefully preparing for meetings and presentations. Sets up procedures to ensure quality of work (e.g., reports); monitors the quality of work, verifies information.

**WORKING CONDITIONS**

General office environment with occasional off-site meetings and events.

**PHYSICAL REQUIREMENTS**

Long periods sitting at a desk and computer screen, repetitive motion related to data entry.

**EEO and Everify**

**Equal Employment Opportunity (EEO) [Inter-Faith Food Shuttle]** provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity.

**ADA Compliant: [Inter-Faith Food Shuttle]** is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact [HR department].

**Inter-Faith validates the right to work using E-Verify.** Inter-Faith will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee’s Form I-9 to confirm work authorization.

**DIRECT REPORTS**

None

**COMPENSATION & BENEFITS**  Pay Rate: $43,000 - $46,000 annually based on experience and qualifications. Benefits include medical, dental, life, and long-term disability insurance. Simple IRA retirement plan with matching contribution. Paid Time Off (PTO) and ten (10) paid holidays.

**TO APPLY**

Please send **resume and cover letter** to [recruiter@FoodShuttle.org](mailto:recruiter@FoodShuttle.org)

***Inter-Faith Food Shuttle is an Equal Opportunity Employer. We respect and seek to build a team of individuals from diverse cultures, perspectives, skills and experiences.***