

Donor Services Associate

OLV Charities

POSITION SUMMARY:

The Donor Services Associate (DSA) is responsible for timely and accurate processing of all donor gifts that arrive via the mail and digital channels. The associate will ensure accurate database content and provide a high-quality experience to all our donors. They will also assist with inbound and outbound donor calls and donor fulfillment as part of our donor centric model. The associate must ensure that all work is handled thoughtfully, accurately, confidentially, efficiently and with each donor's wishes in mind.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for daily processing of financial gifts that arrive via mail and digital channels in a timely and accurate manner.
2. Assist in maintaining database records and promoting system integrity so that effective and accurate queries, exports, and reports can be created from the donor database.
3. Ensures data entry (whether it be scanned or manually entered) into OLV Charities donor database system is accurate, complete, and current.
4. Manually add and edit donor provided information into our database.
5. Assist with donor engagement including phone calls, emails and donor requests.
6. Assist with fulfillment requests in a timely and accurate manner.
7. Assist with generating acknowledgement letters.
8. Other duties as assigned.

KNOWLEDGE, SKILL, AND ABILITY:

1. Working knowledge and experience with a Customer Relationship Management (CRM) system/donor is required.
2. Possesses strong organizational skills and attention to detail.
3. Ability to provide excellent customer service with the ability to assist others in a timely, professional manner.
4. Ability to demonstrate an appreciation and desire to provide an exceptional donor experience.
5. Able to work independently and in a team environment.
6. Skilled at performing accurate data entry and following data security best practices.
7. Able to learn to take initiative and problem solve issues independently.
8. Skilled at using scanning equipment and learning/using various software applications.

9. Proficiency in Microsoft Outlook, Word and Excel.

EDUCATION AND EXPERIENCE

Required

1. High School diploma or equivalency

Experience

1. 1-3 years of data-entry experience is required
2. Proficiency in Microsoft Outlook, Word and Excel required
3. Experience with scanning equipment and software applications is preferred
4. Experience in working with a Customer Relationship Management (CRM) system/donor database.
5. Experience with performing accurate data entry and following data security best practices
6. Knowledge or experience in working for a nonprofit organization
7. Previous experience in the customer service field preferred

Email resume and cover letter to: olvc-careers@olvcharities.org

Or send cover letter with resume to:

OLV Charities

Human Resources Department

780 Ridge Road; Lackawanna, NY 14218