



Job Posting Announcement

Join a vibrant, faith-based nonprofit organization that is meeting needs around the world.

Position: **Director of Donor Services**

Location: **King of Prussia, PA**

Category: **Full Time**

POSITION OVERVIEW

International Ministries (IM) is seeking a Director of Donor Services to manage and provide general oversight of IM's Salesforce database, ensuring data integrity, accuracy and performance as an effective tool for donor relationship management and fundraising activities. This is a working management role that involves assisting with the daily workload. This position carries out responsibilities affecting gift revenue, donor relationships, marketing campaigns, development activities, financial reconciliation and collaboration with IT and developers. The Director of Donor Services will need to oversee daily workflow for gift entry and receipting to identify opportunities to maximize automation and ensure best practices.

RESPONSIBILITIES

- Communicate directly with donors by email and phone in a prompt and courteous manner in support of gift entry and receipting operations
- Manage donor acknowledgement process and support fundraising communications
- Facilitate documentation of gift entry and Salesforce data entry procedures
- Build standard and ad hoc reports for management; segment and extract data
- Supervise, coach and cross-train gift entry specialists, volunteers and seasonal help; offer Salesforce database user training to IM staff
- Manage receipt batching and provide tax receipts (electronic and paper)
- Supervise and enter recurring charges via credit card and ACH debits
- Create campaigns in the database, enter campaign lists and track reports
- Create and manage naming conventions for funds
- Coordinate with American Baptist Churches USA information systems; manage data import and reconciliation for monthly close of financial records
- Merge accounts; add and remove donor advisor assignments
- Create records for matching gifts, corporate matches, donor advised funds and linked/influenced gifts
- Assist with daily data entry
- Automate tracking requests, problems resolutions and status reports
- Build and implement monthly exception reports for error correction and data consistency
- Organize and manage electronic file storage of batches, reports and procedures

QUALIFICATIONS

- Minimum bachelor's degree in business, IT, computer science or a related area
- Experience as administrator or power user of CRM or other donor management system
- Minimum 3 years of experience with donor management system, Salesforce applications preferable
- Minimum 3 years of experience in a nonprofit or customer service position
- Prior supervisory and data entry experience
- Skills in database usage, management and report writing
- General knowledge of data structure, impacts of changes and interrelationships of fields in a database
- Proficiency in Microsoft Excel and aptitude in Outlook and Word
- Ability to build pivot tables and learn slicers/dashboards for data analysis
- Commitment to continuous learning, cross-training staff and coaching development personnel

- Excellent customer relation skills, including good verbal communication and ability to de-escalate complaints
- Great organizational skills and detail-oriented disposition
- Skill in handling and tracking status of multiple tasks
- Strong financial and numerical reconciliation skills; some financial analytical skills
- Ability to exercise strict confidentiality with regard to sensitive information and data security
- Ability to troubleshoot and problem-solve data performance issues and to optimize queries and reports
- Flexibility and attention to deadlines
- Ability to explore capabilities of donor management system and share this knowledge with staff
- Ability to understand and support the mission and strategy of IM

DEADLINE TO SUBMIT RESUME: JUNE 16, 2017

Please also submit (3) references for consideration.

To apply, email HR@internationalministries.org with a current resume and supporting documentation for further evaluation of qualifications and experience. Thank you in advance for your consideration to join IM's mission.

International Ministries is an EEO employer and provides a comprehensive and flexible benefit package.

Purpose Statement: "On earth as it is in heaven." (Matthew 6:10) International Ministries, founded in 1814 as the American Baptist Foreign Mission Society, works cross-culturally to invite people to become disciples of Jesus Christ and to proclaim, through both word and deed, God's reign of justice, peace and abundant life for all creation.