

For over 75 years, Episcopal Relief & Development has been working together with supporters and partners for lasting change around the world. Each year the organization facilitates healthier, more fulfilling lives for more than 3 million people struggling with hunger, poverty, disaster and disease. Inspired by Jesus' words in Matthew 25, Episcopal Relief & Development leverages the expertise and resources of Anglican and other partners to deliver measurable and sustainable change in three signature program areas: Women, Children and Climate.

Associate, Donor Services

The Donor Services Associate provides best-in-class services to retain and grow support from our donors by serving as the frontline responder to inbound donor communications. Reporting to the Director of Donor Services, you will provide administrative, technical and logistical support to and collaborate with the Advancement department to maximize opportunities to build donors' loyalty and to achieve strategic goals.

As Donor Services Associate you will:

- Promptly, professionally and comprehensively respond to all inbound donor inquiries or concerns via phone, email and mail in a timely manner through staying informed of current programs and activities
- Act as the primary Advancement contact for receiving and opening of mail with gift income, completing gift logs and preparing deposits daily
- Oversee matching gift and monthly giving program and manage planned giving inquiries
- Administer and fulfill all paperwork related to stock gifts, corporate matching gifts, estate gifts and pledges, ensuring appropriate tracking and follow-up
- Support Gifts for Life catalog donation programs promptly and efficiently
- Accurately manage acknowledgment process for all donors in a timely manner while ensuring compliance with internal and external standards
- Enter actions and record changes as requested while periodically reviewing systems for compliance and functionality
- Generate analytical and financial reports to track fundraising efforts
- Update website content for all fundraising pages
- Provide administrative and logistical support to Donor Services and Advancement teams

You Are:

- A confident communicator with excellent verbal and written skills who has sound judgment and manages sensitive situations with discretion and confidentiality
- A detail-oriented multi-tasker who is adept at managing competing priorities and meeting deadlines in a fast-paced environment
- An enthusiastic team member who is excited to work cross-functionally with other departments, donors and constituents with tact, diplomacy, sensitivity to cultural diversity and good humor
- A systems thinker who can create efficient processes

You Have:

- A bachelor's degree
- A minimum of three (3) years of providing exceptional customer service to diverse constituents in a nonprofit, community or faith-based setting
- A minimum of three (3) years of fundraising experience
- Demonstrated experience with databases, preferably Raiser's Edge
- Proven experience designing complex financial and data reports on donors and their giving
- Intermediate or advanced proficiency in Microsoft Office Suite, CRM tools, web design, social media, peer to peer fundraising tools and Google G Suite
- A shared commitment to Episcopal Relief & Development's values, principles and philosophy
- Strong interest in international development, grassroots empowerment and gender equality

How To Apply:

Email resume and cover letter to careers@episcopalrelief.org with the subject line "Associate, Donor Services." For more information, visit our website at www.episcopalrelief.org.

* Generous benefits package offered.

** Episcopal Relief & Development provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, sexual orientation or any other legally protected status.*

Episcopal Relief & Development offers reasonable accommodations in the hiring and employment process for individuals with disabilities. If you need assistance in the application or hiring process to accommodate a disability, you may request an accommodation at any time.