

Job Title: Gift Processing Associate

humane
society
of charlotte



Reports To: Philanthropy Manager

Schedule: TBD

FLSA Status: Non-Exempt

Type: Part Time

Summary

This position will provide administrative and database support while maintaining the vision, mission, strategic directions and guiding principles of the Humane Society of Charlotte under the supervision and guidance of the Philanthropy Manager. The candidate will work closely with other members of the Development department and volunteers.

Essential Duties and Responsibilities

- Scan checks and process credit cards, online donations, soft credits, matching gifts and program gifts (monthly donations, campaign pledge payments, event donations) for daily deposits
- Manage the DP Check Scanner system and ensure proper integration with CRM software, Donor Perfect
- Process and enter all monetary donations into Donor Perfect database in accordance with established protocol ensuring accuracy, consistency, and timeliness
- Send donor mail and email tax receipts according to the Gift Acknowledgement Process guidelines
- Confirm matching gifts through various employee giving online portals
- Respond to donor inquiries via phone, email, mail and/or onsite in a timely manner
- Oversee running monthly pledge reminders for capital campaign donors
- Oversee importing donor records into database from various special event software platforms, ensuring integrity of the data upon upload
- Perform monthly reconciliation of Development department gifts with the Chief Administrative Officer
- Provide administrative support to the development team members as needed
- Provide guidance for development volunteers

- Perform special assignments and other duties as assigned when necessary
- Manage the integrity of the CRM by eradicating duplicate records as needed
- Ensure the confidentiality and security of all donor information
- Embody and hold staff accountable for adhering to the organization's mission, vision, philosophies, core values, and team behavior expectations

Knowledge, Skills & Ability

- Bachelor's degree in fields related to business, public administration, accounting, marketing, non-profit management, communications, or other related study preferred
- 1+ years in development/fundraising preferred
- Experience using a CRM (Donor Perfect preferred)
- Knowledge of fundraising principles and techniques
- Strong writing skills as well as strong mathematical and highly accurate/efficient data entry skills
- Ability to analyze numerical data in order to make recommendations
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment
- Flexible team player with a positive attitude that has the ability to interface with all levels of staff and volunteers
- Goal oriented, committed to excellence and executes sound judgement
- Self-motivated, structured, well organized, detail oriented, and able to effectively work independently and within a team framework
- Exemplifies and fosters a workplace culture of compassion, diversity, equity and inclusion
- Have a valid driver's license and a reliable mode of transportation
- Willing to work flexible hours as needed including evenings and weekends when asked to assist with an event
- EOE

Work Environment

- Exposure to high noise levels
- Comfortable interacting with dogs and cats

Physical Demands

- Must be able to lift & move up to 25 lbs

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature:

Printed Name: _____

Date: _____