

Job Title: Donor Services Representative
Full-Time (Non-exempt)/40 hours per week

Objective: The objective of the Donor Services Representative is to assist the Donor Services Department by performing basic functions with a high level of completeness and accuracy, particularly donation processing and receipting, and running reports for donors and field staff.

Reports to: Breanne Haven

Supervises: None

Spiritual & Other Qualifications

- Person of Prayer; willing to participate in daily devotions
- Teachable spirit; person of spiritual maturity and committed to spiritual growth
- Adherence to ISI's Statement of Faith and Moral Conduct Policy
- Detail oriented; good public contact and communications skills, both verbal and written; high level attention to accuracy
- Good problem-solving and judgment skills; ability to perform multiple, simultaneous tasks
- Ability to work in paperless environment; ability to meet deadlines; project oriented; ability to follow through with tasks until completion; ability to be discreet with confidential matters
- Customer-service oriented with dedication to ISI staff and other constituents
- An encourager; enjoys and is energized by phone/email contact with others.

Educational/Experience Qualifications

- Donor Services:
 - a) Intermediate level experience in Excel
 - b) Proficiency in 10-key operation
 - c) Microsoft Office proficiency
 - d) Income processing experience highly desired

DONOR SERVICES Responsibilities:

1. Maintain accurate donor records in donor database including accurate recording and receipting of all monies/gifts received by ISI via cash, checks, credit cards, stocks, securities or other gifts in kind. Maintains confidentiality of all ISI and donor financial and other information.
2. Opens mail in accordance with auditing requirements and ensures timely processing of said mail.
3. Manages communications via phone and email to assist donors and staff as needed.
4. Processing bank deposits. This includes but is not limited to totaling the batched mail, processing miscellaneous income, writing up the deposit and sending electronically through the desktop deposit program, or preparing the tamper-proof deposit device in accordance with auditing requirements for manual bank deposits.

5. Processing reports. Preparing Transaction Journal and Income Summary to be reviewed by the Ministry Advancement Coordinator.
6. Data entry. This will include database updates, processing of income, processing online contributions, processing returned mail, revising spreadsheets or documents as needed, and various correspondence.
7. Processing receipts. This involves printing receipts, preparing receipt register, and printing the receipts for mailing. Provide backup to the Mail and Facilities Specialist in preparing the receipts for mailing when necessary, using an automated folding/inserting machine up to the level of current training.

Other Duties:

- Provides coverage for the receptionist functions whenever scheduled to do so.
- All other duties as assigned.