

THE PROVINCE OF ST. JOSEPH OF THE CAPUCHIN ORDER

DONOR SERVICES ASSOCIATE

Reports To: Development Director  
Date: 07/2018

Department: Development  
FLSA: Non-Exempt

POSITION SUMMARY

The Donor Services Associate is responsible for processing all data and donations related to Development activities. This person is also responsible for communication and interaction with donors and benefactors of all Mt. Elliott Block Ministries.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Demonstrate, exemplify and support the Capuchin Charism and Provincial Mission, Vision and Values throughout all professional responsibilities and activities.
- Process and records all gift and pledge transactions (cash, checks, credit card, lockbox) for all Mt. Elliott Block Ministries; process web and manual credit card transactions for donations and events to ensure gift information in Raiser's Edge database is reflected accurately.
- Process acquisition mailings and create new donor files.
- Maintain the integrity of the Raiser's Edge database.
- Maintain and update accurate donor/benefactor information in the database.
- Respond with appropriate acknowledgement as a receipt of donation according to department guidelines.
- Maintain a high level of accuracy, timeliness, confidentiality and customer service support.
- Acknowledge special occasion/memorial cards to benefactors.
- Process and issue receipts for cash donations.
- Assist in special events and ministry activities as required.
- Process donor brick orders and oversee installation.
- Provide phone coverage for in-coming phone calls per phone schedule and respond within 24 hours.
- Comply with Province and ministry policies, procedures, guidelines and standards.

DIRECT REPORTS: None

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to work independently.
- Detail oriented.
- Ability to analyze and solve problems.
- Professional demeanor and appearance.
- Effective time management, interpersonal, organizational, and verbal and written communication skills.

### EDUCATION, TRAINING AND EXPERIENCE

- Minimum of two year of accounting or fund-raising experience.
- Minimum two years computer proficiency in document and spreadsheet programs.
- Experience with Raiser's Edge is preferred.
- Confidentially regarding donor's and client's information is required.

### WORKING CONDITIONS

- Maintain a clean, organized and safe work environment.
- Work a flexible schedule.
- Ability to sit, stand, stoop, bend, and reach throughout the day.
- May be required to use computer for extended periods of time throughout the workday.
- Standard office environment and office equipment.
- May be required to lift 15 lbs. on occasion.

### To apply:

Email your resume and cover letter to [employment@thecapuchins.org](mailto:employment@thecapuchins.org)

Or mail your resume and cover letter to:

Human Resources  
1820 Mt. Elliott St  
Detroit, MI 48207-3485