

Gleaners Community Food Bank of SE Michigan
Seasonal Data Entry Clerk

Job Title: Data Entry Clerk (Seasonal)
Reports to: Director of Data Analytics
Department: Gift Processing, Development

Position Summary

Assist Development Operations team with donation phone line, gift processing, tribute cards and data cleanup processes. This is a temporary full-time position.

Duties and responsibilities:

- Handle donation phone line by taking donations and resolving donation issues over the phone
- Process Credit Card donations in-house
- Follow up and resolve declined credit cards through phone, email and letters
- Compile, generate and mail tribute and holiday cards
- Assist with generating, reviewing, printing and mailing acknowledgement letters
- Update donor contact information and mailing preferences using Raiser's Edge, received through donations, returned mails and phone calls
- Assist with identifying and merging duplicate records in Raiser's Edge
- Assist with various data entry and data cleanup processes using Raiser's Edge (fundraising database)
- Other duties, as assigned

Requirements:

- Comfortable using Excel and Word for data cleanups and mail merges
- Familiarity with Raiser's Edge software is a plus
- Willingness to learn new software and web applications
- Detail oriented and focused on data accuracy
- Good customer service skills
- Interest or knowledge in nonprofits
- Team player