

## **Gleaners Community Food Bank of Southeastern Michigan Job Description**

**Job Title:** Data Entry and Operations Coordinator, Advancement  
**Reports to:** Data Processing and Reporting Manager, Advancement  
**FLSA Status:** Non-Exempt  
**Department:** Advancement  
**Last Update:** September 2021

### **Position Summary**

Supports the food bank's robust advancement program by safeguarding donor relationships through timely and cordial donor communications, donor and gift data entry, and ensuring the integrity of the data

### **Essential Duties and Responsibilities**

1. Accurately import and export gift data and other donor-related information into the fundraising and donor management software database (Raiser's Edge) in a timely manner.
2. Perform self-auditing to ensure data integrity.
3. Configure and mail acknowledgement letters using Mail function in advancement software database. Meet aggressive deadlines for gift entry and acknowledgement.
4. Import credit card donations from website donor database (Luminate, Authorize.net and others as necessary). Ensure de-duplication of data is performed.
5. Export donor files for direct mail vendor on monthly basis; comply with other vendor requests.
6. Perform monthly reconciliation protocols with Finance Dept. including monthly credit card report.
7. Run daily audit and daily gift reports.
8. Process credit card donations of monthly donors and those from call-in donors. Run credit card expiration reports on a monthly basis and communicate with donors accordingly.
9. Process donations received through lockbox, matching gift, and ACH transactions.
10. Run pledge payment reports and send invoices for overdue pledges.
11. Fulfill donor intentions per tribute and memorial gifts.
12. Work with Stewardship to assure proper coding and soft crediting in Raisers Edge.
13. Maintain gift documentation for grants and other large gifts in the media tab.
14. Maintain files and database for recurring gifts.
15. Assure that returned mail and change of address requests are handled promptly.
16. Ensure coverage of donor phone line and respond to caller inquiries in prompt and professional manner, ensuring donor satisfaction.
17. Run queries, reports, and mailing lists as requested.
18. Be cross-functionally trained on all systems used for: direct mail, unsolicited, phone in, walk-in, lockbox donation records, internal donation records, double your donation day (DYDD) and online donor records.
19. Perform administrative duties as needed including but not limited to mailings, tribute/memorial cards, printing envelopes and retrieving files.
20. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities.
21. Other duties as assigned.

**Scope of Position:**

Budgetary Responsibility:	Low
Personnel Responsibility:	Low
Access to Confidential Info:	High
Supervisory responsibility:	Low
Donors:	Moderate

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education/Experience**

Three or more year's data entry experience required (fundraising software, e.g. Raiser's Edge preferred.)

High school diploma required.

Attention to detail and accuracy required.

**Language Ability**

Good verbal and written communication skills are required. Strong interpersonal skills with all customers and contacts, internal and external, are required.

**Math Ability**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.

Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability**

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Demonstrated problem-solving and decision-making ability to correct unforeseen issues on the spot during events. Ability to work with donors, community leaders and the public. Ability to multi-task, prioritize and perform under pressure. Ability to adapt to a flexible work schedule is also required.

**Computer Skills**

To perform this job successfully, an individual should have a thorough working knowledge of the Development software databases, the Microsoft Office suite of products and be able to understand and apply basic principles of database entry, look-up, and retrieval of information via reports and/or other means of exporting data.

**Equipment**

The position requires operation of standard office equipment including but not limited to: personal computer, printer, fax machine and telephone.

**Work Environment**

The noise level in the work environment is usually moderate.