Gleaners Community Food Bank of SE Michigan
Seasonal Data Entry Clerk

Job Title: Data Entry Clerk (Seasonal)
Reports to: Data Processing and Reporting Manager, Advancement
Department: Gift Processing, Advancement

Position Summary
Assist Advancement data 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 gift acknowledgement letters
- Update donor contact information and mailing preferences in our fundraising database
- Assist with identifying and merging duplicate records in our fundraising database
- Assist with donor data redaction from gift media
- Other duties, as assigned

Requirements:

- Good customer service skills
- Detail oriented and focused on data accuracy
- Comfortable using Microsoft Excel and Word for data cleanups and mail merges
- Willingness to learn new software and web applications
- Experience with Raiser’s Edge (fundraising database) is preferred but not required
- Interest or knowledge in nonprofits is preferred but not required
- Team player