

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

Job Title: Specialist, Advancement – Data Entry and Donor Assistance
Reports to: Manager, Advancement - Data Processing and Reporting
FLSA Status: Non-Exempt
Department: Advancement
Last Update: June 2023

Position Summary

The Data Entry and Donor Assistance Specialist supports the Advancement program through timely and cordial donor communications, daily donor and gift data entry, and periodic data quality checks to promote the ongoing integrity of data. The Specialist provides a positive experience for donors throughout the donor life cycle because of attention to detail and excellence in donor interactions and data entry processes.

It is important to note that due to the nature of this position (donor gift entry), individuals on this team will be expected to work during the December Holiday season.

Essential Functions

- 1) Responsible for providing timely assistance to our donors by way of answering phone calls, returning voicemails, and responding to email communications.
- 2) Responsible for performing the complete and accurate data import or manual entry of all gift types, new donors/acquisitions, and recurring gifts, which includes entering gift data and donor information into fundraising and donor management software (currently Blackbaud Raiser’s Edge).
- 3) Responsible for performing ongoing data quality checks, change requests, and other data enhancements to keep donor and gift detail current.
- 4) Responsible for printing and mailing donor communications including solicitation mailings, gift acknowledgments, and tribute/memorial cards.
- 5) Promote a positive work environment where team members feel empowered, engaged, and connected to Gleaners mission and strategic plan.
- 6) Foster a culture of professionalism, team cohesion and accountability.
- 7) Other duties as assigned.

Scope of Position

Access to confidential Info:	High	Community contact:	High
Budgetary responsibility:	Low	Personnel responsibility:	Low
Supervisory responsibility:	Low		

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

- High school diploma required. Bachelor's degree preferred.
- Relevant experience in data entry and customer service required.
- Familiarity with Microsoft 365 Products, including Excel and Word required.
- Experience with Raiser's Edge preferred.
- Attention to detail and accuracy required.
- Ability to work both independently and collaboratively with a team.
- Strong organizational skills and demonstrated ability to multi-task.
- Excellent verbal and written communication skills are required.
- Strong interpersonal skills with all customers and contacts, internal and external, are required.

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. Ability to multi-task, prioritize and perform under pressure. The ability to adapt to a flexible work schedule is also required.

Computer Skills

To perform this job successfully, an individual should be proficient in the Microsoft 365 environment. Specifically, employees are required to use Outlook, Excel, Word, etc.

Work Environment

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The noise level in the work environment is usually low.

Remote work may be available. Familiarity with virtual meetings and learning platforms required.