

Organization: Make-A-Wish® Central Coast and Southern Central Valley
Job/Position Title: Donor Care and Support Specialist
Reports to: Sr. Director Operations and Program
Office Location: Camarillo, California
Status & Classification: Full-Time / Non-Exempt

Position Summary

Make-A-Wish Central Coast and Southern Central Valley (MAWCVS) is looking for a detail-oriented, focused, and dedicated individual to be responsible for all aspects of gift entry, acknowledgment, and donor recognition, which directly supports granting high-quality, magical wishes to eligible children. A successful Donor Care and Support Specialist should be a sharp problem solver, enjoy data management, is dedicated to maintaining accurate donor records, is an excellent communicator, and is passionate about our mission.

Duties and Responsibilities

- Works closely with chapter operations and national Share Financial Services (SFS) teams to ensure revenue and expenses are accurately processed and recorded, including:
 - Prepares weekly check and credit card deposits.
 - Accurately prepares revenue (cash and in-kind) logs in Excel for processing by SFS teams.
 - Responsible for entering and coding weekly check requests.
 - Responds to questions and requests from staff and accounting teams.
- Produce and mail gift acknowledgement letters in a timely manner.
- Build, update, and maintain donor records, ensuring all gift and constituent records are up-to-date and accurate.
- Assist Development and Program teams with developing and generating reports, including exporting mailing lists, preparing reports for communications and solicitations, and maintaining database best practices.
- Enters Development team notes in constituent profiles weekly.
- Creates, manages, and tracks revenue/development dashboard for staff and Board of Directors.
- Supports internal fundraising programs and enters events, activities, and auction items on event and auction websites.
- Maintains an organized filing system of paper and electronic documents.
- Other duties as assigned.

Knowledge and Abilities

- Associate or Bachelor's degree in business, communications, or non-profit management or equivalent combination of education, training, and experience.
- Two or more years' working experience in an office environment performing data entry and/or gift processing tasks.
- Experience working in a nonprofit environment desired.
- Excellent data entry skills and demonstrated ability to work with a high level of accuracy required.
- Experience with Salesforce or similar relational or donor database preferred.
- Strong computer skills, including Microsoft WORD, Excel, and Outlook. Familiarity with NetSuite a plus.
- Exceptional attention to detail and superior organizational skills.
- Exceptional communication, written, and presentation skills.
- Proactive and creative problem-solving skill set required.
- Ability to manage time and work priorities effectively to consistently meet deadlines.
- Ability to work with a diverse group of staff, donors, and third-party resources.
- Possess integrity, empathy, and emotional intelligence.
- Ability to handle sensitive information and maintain strict confidentiality.
- Bi-lingual English/Spanish a plus.
- Strong work ethic and commitment to the Make-A-Wish mission.
- Criminal background and credit check required for this position.

Working Conditions

Make-A-Wish Central California and Southern Central Valley is headquartered in Camarillo, California, and serves Ventura, Santa Barbara, San Luis Obispo, Kern, Kings, Tulare, and Inyo counties. The Donor Care and Support Specialist position offices out of Camarillo, and requires the individual to work in an office environment and in a

shared office space. The ability to work seated at a desk working on a computer for extended periods of time and to stand, walk, sit, and use office equipment is required. Ability to lift materials up to 25 pounds in and out of a vehicle required. This Individual must have access to a reliable motor vehicle, be willing and able to travel throughout the region and be available to work occasional nights/weekends as required.

Rewards and Benefits

- Competitive wage (\$22-\$25/hr. commensurate with experience).
- Comprehensive benefits package including healthcare, dental, vision insurance; life/disability insurance; retirement; 9 paid holidays, paid sick days and vacation time off.

Join Our Team of Inspired People Transforming Lives

We are more than a great place to work - our work is life changing. We are an inclusive and diverse group of people who, through a mosaic of backgrounds, thoughts, and experiences are united in purposeful work. We are fueled and guided by our values - values that are represented in the inspired people we work with and the transformational work we do every day.

Make-A-Wish® Central Coast and Southern Central Valley respects and ensures equal opportunity, regardless of race, religion, ethnicity, national origin, age, gender identity, sexual orientation, disability, perceived disability, and other legally protected characteristics.

Limitations And Disclaimer

The above job description is meant to describe the general nature and level of work performed; it is not intended as an exhaustive list of all duties, responsibilities and required skills for the position. Employees will be required to follow any other job-related instructions and to perform other duties requested by their supervisor in compliance with Federal and State laws. Requirements are representative of minimum levels of knowledge, skills and/or abilities necessary to perform each duty proficiently. Continued employment remains on an "at-will" basis.

How To Apply

Qualified candidates should submit a cover letter with salary requirements and resume outlining experience to Trish Miller via email at trishmiller@spherion.com

Please place MAWCVS Donor Care and Support Specialist in the subject line. No phone calls please.