

Make-A-Wish[®] Alaska & Washington

JOB DESCRIPTION

Job Title:	Donor Care Coordinator Part-Time (24hr/wk), Non-Exempt Position
Supervisor:	Senior Director of Data & Information Services
Job Summary:	Primary duties include: prompt and accurate cash and in-kind gift entry and acknowledgment processing to ensure that donors are properly stewarded for relationship-building, serving as point person for gift entry and database administration support, running basic queries and constituent lists. This position requires strong analytical skills, strong attention to detail and a demonstrated ability to provide administrative support and exceptional customer service with the ability to manage multiple projects in a deadline driven environment.
Date Revised:	April 2, 2025

GIFT PROCESSING – 65%

- Perform accurate and timely data entry of cash and in-kind gifts into the CRM database.
- Create new constituents, process gift deposit batches, track direct mail and online donations and enter airline mile donations.
- Enter soft credits for third-party sources including auto, event, workplace giving, and Make-A-Wish America initiatives (online, direct mail, etc.) via Do Not Post batches.
- Generate Batch Audit and NPSP reports for batches post-processing.
- Ensure that acknowledgment letters are generated and appropriately matched to reflect appeal and/or source of gifts.
- Create, assemble, and file batch files.
- Approve all matching gift requests.
- Produce end-of-year giving summaries for donors who request once-yearly acknowledgement.

RELATIONSHIP DEVELOPMENT AND STEWARDSHIP SUPPORT – 5%

- Alert Advancement Team of major gifts received and support awareness of gift patterns, relationships, and other donor details.
- Support Advancement with prospect research as requested.

REPORTS, DATABASE MAINTENANCE AND ENHANCEMENT – 15%

- Run basic queries, lists, exports and reports from database in support of the Sr. Director of Data & Information Services.
- Print and route Benevity and other third-party reports to the Advancement Team as applicable.
- Assist with everyday data clean-up (address changes, standards, etc.) in Salesforce.
- Merge constituent records in CRM for all departments.
- Enter campaign members, emails, etc. as needed in support of internal events and marketing/communications
- Assist Sr. Director of Data & Information Services with testing and editing PowerBI reports as requested.

Western Washington

811 First Avenue
Suite 620
Seattle, WA 98104
P. 800.304.9474

Eastern Washington

104 S. Freya Street
Yellow Flag Bldg, Suite 207
Spokane, WA 99202
P. 888.790.7005

Alaska

430 W. 7th Avenue
Suite 110
Anchorage, AK 99501
P. 844.510.9474

ADMINISTRATIVE SUPPORT, FINANCE AND ADMINISTRATION DEPARTMENT – 15%

- Under the supervision of the Sr. Director of Data & Information Services, provide basic in-house technology support, including but not limited to: tracking devices, laptops and accessories, assisting with setting up new employees' technology, etc.
- Run software and security updates on intern and volunteer computers on a regular schedule to ensure they are ready for use.
- Miscellaneous filing, office and front desk support as needed.
- Other duties as assigned.

QUALIFICATIONS

- Previous experience with data management or database maintenance strongly desired but is not required.
 - Previous experience and/or understanding of Raiser's Edge, Salesforce, and/or NetSuite is a benefit.
- High school diploma and 2 years of professional experience or equivalent combination of education and work experience.
- PowerBI familiarity and experience a plus.
- Exceptional attention to detail.
- Strong PC skills with proficiency in Word, Excel, Outlook, Teams, and SharePoint.
- Ability to successfully work in a collaborative, team-oriented organization.
- Excellent customer service skills.
- Willingness to embrace change.
- Effectively work in partnership with other departments to achieve gift entry and acknowledgment processing goals.
- Commitment to the Make-A-Wish mission.

PHYSICAL REQUIREMENTS

- Ability to sit and utilize computer for long periods.
- Physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead.
- Regular attendance is an essential function of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform essential job functions.
- Work onsite at least 3 days a week in a shared office space in Seattle.

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.

This will be a part-time, non-exempt employment position working 24 hours per week which may include occasional nights and weekends. The pay scale for this position is \$22-\$26.78 per hour. The starting pay for the Donor Care Coordinator position is \$23 and may extend to the \$24.50/hour midpoint of the scale, dependent upon experience.

To apply, email resume and cover letter to jobs@akwa.wish.org by April 20, 2025. **No phone calls, please.**