

Donor Care Internship – Assist the Development Team under the supervision of the Data Services Specialist to ensure data integrity through projects within CRM (customer relationship management) database, Salesforce. Intern will be responsible for entering all donations in appropriate batches into the donor care database including but not limited to check logs, credit card deposits, ACH deposits and in-kinds. Also, assist in creating acknowledgement letters and help maintain donor care database with accurate information, performing data cleanup, as necessary.

Skills needed for this role:

- Strong attention to detail
- Good communication
- Self-management
- Relevant work experience
- Problem-solving
- Database management
- Fundraising
- Data analytics
- Proficiency with Microsoft 365 applications
- Knowledge of Salesforce CRM – a plus, but not required
- Ability to work in a fast-paced, collaborative environment
- Intern must agree to keep all donor information and intellectual property confidential

This internship offers the following learning objectives:

- Communicate effectively with Donor Care, Financial Services and Development Managers to effectively collect data for input.
- Research, analyze and present information to recognize data trends and system optimization tactics.
- Demonstrate Salesforce software knowledge, organizational and time management skills, research and data collection skills, efficient system processing and attention to detail.
- Operate efficiently across various departments within Make-A-Wish to improve CRM data health and processes.

Intern must be able to complete at least 20 hours per week (**HYBRID position**).