



Job Title: Gift Processor

Location: Sacramento, CA

Compensation: \$15 - \$16 hour

GENERAL POSITION DUTIES AND RESPONSIBILITIES

Responsible for data entry, integrity and reporting for Development Database systems including our donor database, eTapestry, Giving Fuel, Sales Force; event databases, Greater Giving and TicketSpice and communications database, Constant Contact. Researches and prioritizes day-to-day gift processing activities and ensure accurate processing and stewardship of in-kind donations and gifts received via online, phone, and mail.

Processes online gifts by downloading and manipulating data from online giving platforms and online payment processor.

Processes gifts received via mail by performing data entry, following coding conventions, and depositing funds.

Ensures that gifts are processed and receipted accurately and in a timely manner.

Assists with quality assurance of gift entry by performing daily audits and identifying potential gift issues.

Acts as a liaison to answer gift-related questions and/or to resolve gift-related problems.

Serves as an initial point of contact for donors with gift processing inquiries - monitoring general gift processing inbox, fielding phone calls, and opening incoming mail.

Collaborates with the Development Department team and other departments to provide input on the development and implementation of new procedures and processes. Participate in establishing best practices related to capturing information during the gift entry process.

Constructively contributes to the success of the Development Department by identifying, researching, and/or participating in any projects to improve the functionality, processes, or procedures of the department.

Media updates—Social Media (FB, IG, Twitter, LinkedIn), photo organization/sharing, eblast

Performs other related duties as assigned.

Recommends new approaches, procedures and processes to effect continual improvements in efficiency of department and services performed.

Regular and predictable attendance is required.

NOTE: Saint John's Program for Real Change is a nonprofit organization dedicated to the eradication of homelessness for each woman and child we serve. Our mission is to provide more than food and shelter, we provide the ability to rise above devastating negative elements and achieve self-sustainability. We only hire individuals that are dedicated to fulfilling the promise of Saint John's mission to our community.

EDUCATION

College degree or equivalent work experience



SKILLS, EXPERIENCE AND JOB-RELATED REQUIREMENTS

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.

Required:

2-4 years of administrative experience in a multi-functional non-profit environment (annual giving, development) required.

Excellent time-management skills with the ability to simultaneously manage multiple projects and meet deadlines in a fast-paced environment. Ability to independently initiate projects and activities and set priorities.

High level of productivity, initiative, and excellent judgment.

Ability to exercise good judgement and handle confidential and sensitive information with the utmost discretion.

Proficiency in Microsoft Word, Outlook, Excel

A demonstrated ability to produce error free work when performing a variety of functions such as typing, text editing, data entry, file management, and calculations is required.

Ability to work independently as well as in a team environment.

Proven ability to be resilient and adaptable in the face of changing priorities.

Ability and willingness to work overtime, including evenings and weekends, as required based on business and/or department needs.

WORKING ENVIRONMENT

The characteristics of the work environment described here are representative of those an employee encounters while performing the essential functions of this job. Employee will be exposed to mild to moderate stress levels associated with the performance of the job duties described above. There may be extended periods of computer and telephone use while performing job duties. Employee will be intermittently seated, standing and/or walking during the course of a normal business day. Some local travel using the employee's own vehicle or other mode of transportation is required.

Employees should dress appropriately in business casual attire and for the temperature in their work area.

Our work environment consists of offices, most of which are shared by two or more employees. Office assignments change from time-to-time and employees should not have any expectation that any assignment is permanent.

DESIGNED TO CHANGE LIVES. ONCE AND FOR ALL.

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