

Title: Donor Database Coordinator
Agency: Development
Reports To: Chief Development Officer
Position: Full-Time, Benefits, Exempt

JOB SUMMARY

Working with the Chief Development Officer, this position is an integral part of the fundraising team and Development Office. The primary objective of this position is to provide comprehensive fundraising support through accurate database management, reporting, and donor relations. Coordinator will be primary donor contact for gift processing and oversee all the clerical and administrative procedures necessary to complete the various appeals and campaigns. The position also interacts on a professional level with donors, parish pastors and staff members, and vendors.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Respond to donor inquiries via phone calls, emails, and mail providing exemplary customer service skills
- Ensure accurate and timely data entry of gifts to the Diocese. This includes processing all types of gifts, managing the payment lockbox, reviewing and scanning documentation, processing payroll deductions, electronic fund transfers, wire transfers, securities, and transactions from other applications such as event software giving donors proper credit.
- Troubleshoot database issues and suggest process improvements for data operations, gift processing, pledge payments and reporting.
- Maintain and manage the 180,000+ constituents in database and facilitating record updates.
- Process all donations (\$1000+) received from our Deo Gratias Society members to the Catholic Ministries Annual Appeal (CMAA).
- Manage the recurring donor program, including identifying and resolving payment issues.
- Handle all reversals, credit card updates, and donor tax receipts.
- Document and maintain procedures for gift processing, acknowledgement, and database management while supporting continuous improvement by identifying and implementing workflow efficiencies.
- Support data preparation for audits, annual reports, and external compliance needs.
- Supports gift acknowledgment process
- Train and create a working relationship with off-site parish staff to help utilize the database and keep parishioner records up to date.
- Manage relationships with vendors including lockbox gift processing center, database software provider, and credit card processing provider. Overseeing training and operational issues and contract management.
- Work collaboratively with colleagues to implement and uphold data integrity protocols to ensure accurate reporting and inform departmental activities

OTHER DUTIES AND RESPONSIBILITIES

- Assists with planning and coordination of Development Office Special events.
- Oversees Special Campaigns, which include but is not limited to, managing and processing monthly pledge billings, processing all pledges, payments and gifts received, contacting donors with delinquent payments on pledges, creating monthly reports for committee meetings.
- Other duties as assigned.

QUALIFICATIONS

- College degree required.
- Minimum of 3 years of experience with data management or entry in a non-profit environment.
- Experience and references demonstrating scrupulous accuracy and attention to detail in data entry and information processing.

- Proven ability to prioritize, work independently, and meet expectations for goals and timelines.
- Ability to read, analyze, interpret, and follow departmental policies and procedures.
- Knowledge of gift receipt requirements and other regulatory requirements.
- Resolution-driven individual with ability to work independently in an organized, detail-oriented and efficient manner in a multi-task, fast-paced team environment.
- Ability to professionally and independently interact with persons such as donors, parish pastors and staff members, vendors, and other constituents and handle confidential information discreetly.
- Excellent verbal, written, and organizational skills required.
- Problem solver with the ability to prioritize and go beneath the surface to the right or best solution.
- Experienced, high-comfort level and proven capability using a variety of software products including Microsoft Office with an emphasis on Excel and CRM
- Creative, cooperative spirit and demonstrated effective interpersonal skills in a team environment.
- Must support the mission, philosophy, objectives and policies of the Roman Catholic Church and the Diocese of Joliet.

SALARY RANGE

- Annual salary range for this position is \$42,000 - \$50,000. Experience and skills will define final compensation.

BENEFITS

We offer a competitive benefits package that includes:

- Medical, Dental, Vision Insurance, Basic Life and AD & D, Long-Term Disability Insurance, Flexible Spending Accounts, Defined Pension Plan funded by Diocese of Joliet, 403(b) Retirement Plan, Paid Personal Leave Days, and Paid Holidays based on holiday schedule approved for Blanchette Catholic Center
- Voluntary benefits of Short-Term Disability, Critical Illness, Accident, Hospital Indemnity, and Permanent Life Insurance

WORKING ENVIRONMENT

- This is a full-time, benefited, exempt position. Normal work schedule is Monday through Thursday 8:00 a.m. to 4:30 p.m. and Friday 8:00 a.m. – 1:00 p.m. Additional time to include evening and weekend work as needed or required.
- Primarily office-based and some evening work.
- Occasional travel within the Diocese of Joliet for events.

To apply for this great opportunity, please send your cover letter and resume to humanresources@dioceseofjoliet.org. No phone calls, please. When sending your cover letter and resume, please reference Donor Database Coordinator in the subject line of your email.