

Donor Services Supervisor

OLV Charities

POSITION SUMMARY:

The Donor Services Supervisor proactively manages and improves many aspects of the donors' experience at OLV Charities including gift processing, fulfillment of donors' requests, acknowledgement of donations and customer service. The Supervisor also oversees the data-entry of all team members to ensure that all donors' gifts that arrive via mail and digital channels are processed timely and accurately. They will extract data from our donor database to evaluate donor trends and provide analysis and reports, including an evaluation of the results for each appeal. This position plays a key role in maintaining the donor database system to ensure accuracy in reports and export of data. They will provide high-quality experience for all our donors.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Responsible for the daily processing of financial gifts that arrive via mail and digital channels in a timely and accurate manner.
2. Assist in maintaining database records and promoting system integrity so that effective and accurate queries, exports, and reports can be created from the donor database.
3. Assist the Database Manager with extracting data from our donor database for all direct mail appeals.
4. Provide analysis and reports trends on all appeals performance by developing both daily reports and executive level reports.
5. Ensures data entry (whether it is scanned or manually entered) into OLV Charities donor database system is accurate, complete, and current.
6. Manually add and edit donor provided information into our database.
7. Assist with donor engagement including phone calls, emails, and donor requests.
8. Assist with fulfillment requests in a timely and accurate manner.
9. Assist with generating acknowledgement letters.
10. Supervises the work of the Donor Services Team to ensure that all donations are being tracked accurately and efficiently and with donor intent in mind.
11. Provide support and education to the Donor Services team to help build a donor-centric culture.
12. Other duties as assigned.

SKILLS:

1. Working knowledge with a Customer Relationship Management (CRM) system/donor
2. Ability to analyze and interpret data, identify trends and make recommendations based on finding required.
3. Strong analytical and problem-solving skills.
4. Proficiency in Microsoft Outlook, Word and Excel is required.
5. Able to work independently and in a team environment.
6. Skilled at providing excellent customer service, assessing needs, providing assistance and solutions proactively.
7. Ability to respond to requests in a timely and professional manner.
8. Possesses strong organizational skills and attention to detail.
9. Possesses strong verbal and written communication skills.
10. Skilled at providing clear, timely feedback to others and coaching for performance results.
11. Ability to set and communicate expectations, assist with setting performance goals, holding direct reports accountable to outcomes.
12. Ability to manage direct report(s), monitor and assess job performance
Skilled at interviewing and selecting talent.
13. Positive attitude and “team first” approach to leadership

EXPERIENCE:

Required:

1. High level of organizational skills and attention to details.
2. 2-3 years’ experience working with Customer Relationship Management (CRM) system/donor database.
3. Proficient in working with Microsoft Outlook, Word, and Excel.
4. 2-3 years’ experience with performing accurate data entry and following data security best practices.

Preferred:

1. Bachelor's degree in business or computer science.
2. Experience in data analysis.
3. Experience with Blackbaud Raisers Edge NXT
4. Knowledge or experience in working for a nonprofit organization.
5. Previous experience in customer service.
6. Experience as a supervisor, leading a small team.

EDUCATION:

Associate’s degree required, Bachelor’s degree preferred

Pay Range: \$24.00/hour - \$26.00/hour, based on skill and experience

Email resume and cover letter to: olvc-careers@olvcharities.org

Or send cover letter with resume to:

OLV Charities

Human Resources Department

780 Ridge Road; Lackawanna, NY 14218