



Donor Relations Specialist

Location: New York, NY

We believe in a world in which every human life is valued, and health and human dignity are shared by all.

We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children and their communities. We're ready to make it 100 more.

We believe change starts with her.

We work tirelessly for women's and children's health because they are disproportionately affected by illness and poverty. We know that healthy, educated, and empowered women are better able to raise healthy, educated, and confident children, and that communities depend on their livelihoods. We're making an impact – [learn more](#).

We believe in people.

We strive to live out our core values of **collaboration**, **love**, **excellence** and **respect** every day. We provide our employees with a competitive salary and a meaningful benefits package, with opportunities to learn and grow. We especially encourage all persons of diverse backgrounds to apply. *Read more from our President & CEO below.*

Overview

As our Donor Relations Specialist, reporting to the Director of Direct Response, you will be responsible for providing a high level of service and stewardship to our supporters and help provide operational support for the direct response program. You will respond to donor inquiries in the mail, by phone, and by email. You will process donations and will have the opportunity to assist with cultivating mid-level donors. This role is critical for organizing and maintaining the core elements of donor services and streamlining our business processes.

Responsibilities

- Provide a high level of donor stewardship and cultivation, ensuring we achieve aggressive goals in fundraising, donor retention and development
- Answer incoming phone calls and handle emails from the general inbox to various departments
- Make outbound thank you calls to mid-level donors
- Maintain donor records by overseeing merges and updates
- Work with the database manager to ensure accuracy of importing daily gift entries
- Manage the acknowledgment process for direct response donors
- Ensure that data is recorded accurately in our fundraising CRMs
- Coordinate and streamline gift processing for employee matching gift programs
- Proofread correspondence to donors
- Manage the administration of our monthly giving program
- Maintain a schedule of direct response activities across departments
- Maintain files and budgets and develop documentation for internal procedures
- Provide back-up support for reception team as needed
- Everything else that it takes to live out our mission and keep a good sense of humor



Qualifications

You have 2-5+ years of work experience with knowledge and practical understanding of key fundraising techniques, such as direct dialog, mail, telephone, web, database, digital and social media. A bachelor's degree is preferred.

You thrive in fast-paced work environments and excel at customer service. Your excellent interpersonal and communication skills are one of the skillsets that you are most proud of, as well as your polite, friendly demeanor.

You have strong analytical skills, and have the ability to analyze data and information. You are knowledgeable in payment management systems, enjoy organizing information, know how to perform mail merges, and are comfortable using software, such as Raiser's Edge NXT. You are comfortable working for a faith-based organization.

You believe in CMMB, where we're going, and what we can do together to achieve **Healthier Lives Worldwide**.

How to apply

Visit our [careers page](#) for more information, and [click here to apply](#).

A message from Bruce Wilkinson, President and CEO of CMMB – Healthier Lives Worldwide

As president of CMMB, I would like to thank you for your interest in joining with us on our journey to bring healthier lives to women, children and their families worldwide. CMMB has embarked on our second century of service to the most marginalized. Our vision of a world in which every human life is valued, and health and human dignity are shared by all is at the core of who we are. We are always looking to join hands with experienced professionals who want to add their energy to our work, and are so pleased you are considering CMMB as your potential employer.

The position of Communications Specialist is critical to our mission and vision. I welcome your interest in joining a diverse, talented, professional and motivated team.

Cheers,
Bruce