



Coordinator, Gift Processing and Donor Services

Location: New York, NY (*temporarily remote)

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 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.

Overview

You will be an integral part of the CMMB team and will play an important role in providing an exceptional customer experience, supporting fundraising, and achieving greater operational efficiencies in gift processing, data management, and donor services, using Raiser's Edge NXT, Luminate Online, ImportOmatic, and other related vendor systems. Key responsibilities include the timely processing and acknowledgement of gifts from multiple sources, including gift entry, data validation, updating donor information, data imports, data organization, and basic customer service tasks, including donor-centric communications via phone, email, mail, and social media, as assigned. You will have experience processing gifts at a nonprofit organization and have some expertise in using Raiser's Edge NXT. You also have a knack for paying attention to details, with a constant eye for quality, and most importantly, enjoy working in close collaboration with colleagues from across the organization.

***Note:** Due to COVID, CMMB is primarily working remotely for those whose jobs can be performed from home for now. Because this position's responsibilities require processing mail/donations received at the office and maintaining physical files, you will be required to be at the office periodically, currently ~1-2 days per week, and into the future. CMMB will be revisiting this arrangement in early 2022 and may adjust, but in general this means that you should be within a commutable distance from NYC.

Key Responsibilities

- Coordinate the processing of incoming mail/gifts according to established protocols. Responsible for maintaining gift-intake forms and supplies and resolving exceptions and un-processable items.
- Work with the operations and finance team to reconcile gift entry; prepare, revise, and distribute regular income, deposit, and credit card reports.
- Accurately enter gift details into Raiser's Edge, directly, via batch, and through import; add new donor records and update existing records as needed; de-duplicate constituent and relationship records; create regular contributions and gift validation reports.



- Download donation files from various sources (including Luminate Online) and accurately import/enter gift details into Raiser's Edge.
- Produce donor acknowledgement letters and receipts for gifts as required.
- Work with fundraisers, program, and finance teams as necessary to clarify donor intentions or any other questions related to contributions.
- Maintain physical files, including proper gift documentation, attaching media files when necessary.
- As required, provide exceptional customer service over the phone, through email, and via other channels in responding to donor inquiries regarding gift processing and answering questions about the organization. Please view our FAQs for a snapshot of typical questions, and to be sure you are comfortable representing an independent, Catholic faith-based organization.
- Manage inventory of stationery items required for gift processing and stewardship programs.
- Manage time-sensitive tasks and exercise good judgment to protect confidential information.
- Ensure gift processing procedures are kept up to date.
- Assist with database maintenance and ensuring quality in data practices.
- Become sufficiently knowledgeable about our systems, policies, and procedures to be a backup for other CRM-related positions, including the Database Manager.
- As assigned, produce donor, gift, and income reports, lists, merge files, etc. as requested by various teams and other key constituents.
- **Note:** These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required.

Qualifications & Requirements

- Bachelors' degree, or commensurate experience, in a related field.
- 3+ years of Raiser's Edge experience, including gift processing. Experience with ImportOmatic is preferred.
- Ability to operate and collaborate across multiple teams and thrive in a fast-paced culture.
- Ability to solve problems creatively and adaptable to changing priorities and demands.
- Strong organizational, time management and critical thinking skills with a keen eye for accuracy and detail to ensure data integrity and quality.
- Excellent interpersonal communications skills.
- Commitment to upholding CMMB's mission and core values of Collaboration, Love, Excellence and Respect.
- Must be comfortable working for a faith-based organization.
- Must be vaccinated against COVID-19.
- Must be authorized to work in the United States.

How to apply

Visit our [careers page](#) for more information and contact **ExecuSearch** to apply: KBaldauf@execu-search.com