



JOB DESCRIPTION

TITLE: Donor Services Associate – Annual Giving

DEPARTMENT: Donor Operations

REPORTS TO: Donor Operations Manager

CLASSIFICATION: Full-time, Non-exempt

ORGANIZATIONAL OVERVIEW:

Jewish Federation of Greater Atlanta is a philanthropic and community champion, connecting metro Atlanta area Jews – of all ages, backgrounds, and perspectives – to our community’s power to improve the world. We partner with donors, organizations, and foundations to address the pressing issues facing our community, and to develop innovative strategies that result in deep and lasting impact locally, in Israel, and around the world. We envision a thriving and connected 21st century Jewish Atlanta where every Jew and their loved ones can access warm Jewish community, timeless Jewish wisdom, global Jewish peoplehood and Jewish ways to do good in the world.

Federation is continuing to build a team of highly motivated and qualified individuals with a variety of skill sets to create a new model of 21st century community engagement. We are seeking someone who is driven and passionate, and who demonstrates Federation’s commitment to our core values of excellence, fearlessness, empathy, collaboration, and a positive can-do attitude.

PRINCIPAL FUNCTIONS: Working closely with the Philanthropy and Finance teams, the Donor Services Associate will be responsible for providing quality customer service (telephone, email, and written) to donors and others regarding Federation. The Donor Services Associate will employ a consultative, professional, and personal approach to service our donors’ needs. Candidates should have strong customer service skills and strong attention to detail to manage backend operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

DONOR RELATIONS AND CUSTOMER SERVICE

- Accurately capture donor inquiries and provide responses, services, and follow-ups as needed
- Provide excellent customer service to donors and prospects by providing accurate information, engaging in active listening and presenting oneself in a non-judgmental and professional manner
- Ensure all information gathered on donors, pledges, and payments is accurately entered into the appropriate internal system
- Carefully process incoming pledges and payments and investigate, as needed, the correct donor and pledge to apply payments to
- Research and resolve donor issues within the expected timeframes; interact with internal and external resources; continually monitor account activity, and communicate status to donors
- Professionally communicate with donors to collect payment on aged pledges
- Have a strong awareness of the appropriate notifications that need to be sent to senior staff for certain transactions and communications
- Use good judgment to know when to involve senior staff in escalated situations



DONOR OPERATIONS

- Prepare pledge and payment acknowledgements, account statements, receipts, and tax letters
- Process any necessary case adjustments in Salesforce
- Actively maintain donor data quality in Salesforce

OTHER / OVERALL FEDERATION SUPPORT

- Serve as part of the team for answering incoming calls/checking Federation voicemail, directing callers to the appropriate Federation professional to ensure their questions are resolved if needed
- Provide superior customer service, communication, and quick response time to internal and external customers
- Develop positive relationships with colleagues, donors, tenants and community members
- Analyze and make suggestions to continually improve efficiency
- Maintain confidentiality of all donor information
- Other duties as assigned

The above job duties and responsibilities describe the general nature and level of work for an employee in this position, but this is not intended as an exclusive or all-inclusive inventory of all duties required of employees in this job.

QUALIFICATIONS: Bachelor's degree or equivalent. Minimum 3 years of experience in a customer service role. Strong technology skills including experience with a CRM/data management system (we use Salesforce and Stellar), and proficiency with Word, Excel and Outlook. Flexible, collaborative, and comfortable multi-tasking effectively in a fast-paced environment. Strong planning and prioritization skills and excellent attention to detail. Proven track record of problem-solving and meeting deadlines. Excellent written and verbal communications skills. Strong interpersonal skills with the ability to positively and successfully interact with all members of the organization and external community. Good judgment and problem-solving skills. Exhibits a positive, collaborative, professional demeanor.

PHYSICAL REQUIREMENTS: Intermittent periods of standing and walking with extended periods of sitting. Must have excellent visual acuity for work with systems and records. Position requires average hearing and verbal ability to communicate with Federation staff, donors, volunteers, vendors, and others. The employee must occasionally lift and/or move up to ten pounds.

COMPENSATION: The salary range for this position is \$52,000 - \$60,000 plus a comprehensive benefits package. Anticipated salary near midpoint; commensurate with experience.

Jewish Federation of Greater Atlanta provides equal employment opportunities to all applicants and prohibits discrimination regarding race, religion, age, sex, national origin, sexual orientation, gender identity or expression.