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Gift Processing and Database Manager

Full Time Regular
Washington, DC, US

Today
Requisition ID: 1058

Salary Range:

\$52,000.00 To 68,000.00 Annually

DEPARTMENT: Development and Membership

REPORTS TO: Deputy Director of Development and Membership

Bread for the World is a collective Christian voice urging our nation's decision makers to end hunger at home and abroad. By changing policies, programs, and conditions that allow hunger and poverty to persist, we provide help and opportunity at home and far beyond where we live. We can end hunger in our time. But churches and charities can't do it all. Our government must also do its part. With the stroke of a pen, policies are made that redirect millions of dollars and affect millions of lives. By making our voices heard in Congress, we make our nation's laws fairer and more compassionate. We leverage big changes for people in our country and around the world who struggle with hunger.

PRIMARY OBJECTIVE: This position has primary responsibility for managing the integrity of member and gift records, timely gift processing, and membership services. This role will ensure adherence to all processes and procedures utilizing the highest level of data standards to support philanthropic revenue tracking and responding to inquiries regarding transactions from internal and external constituents. This role is data entry focused and will give the right candidate the experience of learning the inner workings of Bread's fundraising and financial teams. Strong candidates will thrive in a detail-oriented environment and must be able to learn quickly and work autonomously.

PRIMARY RESPONSIBILITIES/ACTIVITIES:**Gift Processing and Database Management: 90%**

1. Manages gift processing and ensures integrity of member and gift records within the database.
2. Manages the day-to-day relationship with our external caging and gift processing vendor, including monitoring data entry quality, reviewing and committing gift batches, and resolving non-financial documents.
3. Creates and reconciles gift batches and completes data entry for all internal gift deposits and online gifts.
4. Creates daily deposit reports and monthly reconciliation reports.
5. Serves as the department's primary liaison with the Finance and Information Services teams.
6. Serves on the Data Governance Committee (DGC), a cross-departmental team that provides oversight and implementation for the organization's data management goals and standards.
7. Serves as a data steward for the Development and Membership department, which includes regular review of records, gifts and resolving coding errors.
8. Supports the data needs of the direct response fundraising program by importing and exporting data and running reports.
9. Works to proactively problem solve to make adjustments or corrections to data in consultation with finance and gift processing team.

10. Maintains standard operating procedures for gift data entry and maintenance.
11. Maintains ongoing gift data hygiene, maintenance, and ad-hoc clean-up projects and other necessary tasks to ensure integrity of the database.
12. Assists with research and recommend process efficiencies for ongoing gift data processing tasks.
13. Manages monthly close protocol for the development team including: pulling reports, understanding reconciliation steps, and working with finance and gift processing team to resolve any discrepancies.
14. Manages quarterly pledge analysis process.
15. Works with the major gifts team to ensure proper entry of all relevant information for processing gifts and assist with gift data management.
16. Works closely with the Deputy Director to manage and coordinate general accounting, monthly reconciliation of gifts, and annual audit requests.

Membership Services: 10%

1. Bring a customer service approach to assist in responding in a timely manner to inquiries to the organization.
2. Supports Membership Services and Monthly Giving Coordinator to ensure the accuracy of sustainer records, recurring gift batches, and sustainer coding in our databases.
3. Manages corporate matching gift and tribute gifts.
4. Maintains "do not mail" and prospect list for organization and resolves returned mail.

SECONDARY RESPONSIBILITIES/ACTIVITIES:

1. Provides coverage for other Development and Membership team members, as needed.
2. Represents the Department on assigned task forces and committees, as needed.
3. Other tasks as assigned.

SUPERVISION EXERCISED: No supervisory responsibilities.

SKILLS/KNOWLEDGE REQUIRED:

- College degree or equivalent work experience with a minimum of three years of experience with similar responsibilities or the equivalent of five years' work experience in development, member services or database management.
- Prior constituent database experience required; experience with Raiser's Edge or Engaging Networks databases is preferred.
- Strong computer skills, including high proficiency with Excel.
- Strong organizational skills and attention to detail.
- Ability to work independently, manage disruptions and manage time efficiently.
- Demonstrated ability to maintain a professional demeanor including dependability, flexibility, willingness to learn, and problem-solving skills.
- Commitment to the mission and faith basis of Bread for the World and ability to communicate the case for supporting Bread.
- Prior membership or customer service experience preferred.

LOCATION: This position is located in our Washington, DC headquarters. Bread's current policy requires this position to come into the office a minimum of eight days per month.

WORK ENVIRONMENT ISSUES:

- Bread is a hybrid organization.
- Proof of being fully vaccinated against COVID-19 in accordance with CDC guidelines is required to enter our offices. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law.

CULTURAL EXPRESSIONS:

Bread is committed to advancing racial equity externally and internally, all staff members play a vital role. In the course of our work, each staff person should work to apply a racial equity lens to their work and practices; and participate in racial equity on-going training. Bread is also committed to being an equal opportunity employer.

OUR VALUES:

1. *We value our faith.* Our faith in Christ compels us to love our neighbors near and far and is the foundation for our hope, story, mission, and values.
2. *We value human flourishing.* We believe that every human being, created in the image of God, has inherent dignity that affords an opportunity to thrive in relationship with God, self, neighbor, and the environment; and to access enough nutritious food for good health.
3. *We value justice.* We seek to establish effective systems, structures, and policies that affirm equality and advance equity among all human beings to alleviate hunger and poverty.
4. *We value courage and prophetic voice.* In a spirit of wisdom and love, we will be bold in articulating and pursuing our vision of a world without hunger.
5. *We value nonpartisanship.* We believe that effective and sustainable public policies are made when, in good faith, we employ a civil and bipartisan approach to develop and implement laws and programs to achieve our mission.
6. *We value collaboration.* We believe in working alongside and building community with a diversity of churches, interfaith communities, institutions, and individuals, including people experiencing hunger, to achieve our mission.
7. *We value impact.* We strive for excellence in our work and hold ourselves and our nation's leaders accountable in the pursuit of public policies that render measurable results and meaningful change for people everywhere affected by hunger.

DISCLAIMER:

Background and reference checks will be conducted on all final candidates. The information in this job description indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

WHAT WE DO:

Bread equips people to write personal letters and emails, meet with their members of Congress, and to work with others to end hunger. Working through churches, campuses, and other organizations, we engage people in organized advocacy. Each year, Bread invites churches across the country to take up an Offering of Letters to Congress on legislation that impacts hungry and poor people. We organize advocacy campaigns to pass or block federal legislation that will help end hunger and poverty. Bread works in a bipartisan way. Our network of thousands of individual members, churches, and denominations is active in every congressional district. We speak the truth to power with a moral and Christian voice and at the right time. And together, we are building the political will to end hunger and poverty.

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