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Member Services & Monthly Giving Coordinator

Full Time Regular

Washington, DC, US

Today

Requisition ID: 1057

Salary Range:

\$50,000.00 To 59,000.00 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: To manage Bread for the World's monthly sustainer giving program, the Baker's Dozen and to provide excellent customer service primarily via phone and email to Bread's members. Managing the recurring giving program will include working with the direct response fundraising team to design strategies to attract, retain, and upgrade monthly donors with a goal of significantly increasing the Baker's Dozen membership.

PRIMARY RESPONSIBILITIES/ACTIVITIES:

1. Work with the direct response fundraising team to create marketing plans to increase membership and net revenue of the Baker's Dozen monthly giving program.
2. Provides excellent membership services and responds in a timely manner and friendly demeanor to member inquiries received through the mail, phone, and email. Responds to emails received through memberservices_bread.org and publications_bread.org.
3. Maintains the integrity of member records and updates members' information as needed.
4. Manages the Baker's Dozen monthly giving program, ensuring the accuracy of sustainer records and sustainer coding in our databases.
5. Serves as primary point of contact for all Baker's Dozen monthly giving program member inquiries and updates, including managing upgrades, "recapture" program, declines, and suspends.
6. Provides monthly reports and conducts audits of our sustainer program.
7. Imports online donations daily from eCRM into our database of record and reconciles gifts and generates monthly reports for accounting.
8. Manages the day-to-day relationship with Payment Solutions Inc. (PSI), imports monthly EFT recurring gifts into database of record and generates reports for accounting.
9. Manages the as day-to-day relationship with Impact for resource fulfillment.
10. Maintains "do not mail" list and manages the "do not mail" voicemail box.

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 2 years of experience in fundraising.
- Some experience in monthly giving programs required.
- Excellent oral and written communication skills.
- Strong computer skills, including 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 of Bread for the World, comfort working in a faith-based organization, and ability to communicate the case for supporting Bread.
- Comfort with frequent donor communication via phone and email is essential. Customer or member service experience preferred.
- Experience with Raiser's Edge or Engaging Networks (or similar) databases is 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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