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## Donor Services Coordinator

Full Time Regular  
DC, Washington, DC, US

Today  
Requisition ID: 1106  
Apply

**Salary Range:** \$55,000.00 To 65,000.00 Annually

**DEPARTMENT:** Development and Membership

**REPORTS TO:** Deputy Director, Membership Giving

**LOCATION:** Washington, DC

Bread for the World is a Christian advocacy organization urging U.S. decision makers to do all they can to pursue a world without hunger. Our mission is to educate and equip people to advocate for policies and programs that can help end hunger in the U.S. and around the world.

**PRIMARY OBJECTIVE:** To provide excellent customer service primarily via phone and email to Bread's members, process online donations, and support the smooth operation of the direct response program. The successful candidate will have donor/customer service experience and be delighted to engage in donor questions, fastidious about following up with questions, detail oriented, organized, and an excellent team player.

### PRIMARY RESPONSIBILITIES/ACTIVITIES:

1. Provides excellent membership and donor 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. Helps respond to emails received through bread @bread.org.
2. Helps maintain the integrity of member records and updates members' information as needed, including ensuring the accuracy of member records and member coding in our databases.
3. Provides monthly reports and conducts audits of our member program.
4. Imports online donations daily from eCRM into our database of record, reconciles gifts, and generates monthly reports for accounting.
5. 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.
6. Manages the day-to-day relationship fulfillment vendor, including preparing fulfillment files, monitoring inventory, and providing customer service on orders.
7. Maintains "do not mail" list and manages the "do not mail" voicemail box.
8. Sets up emails and other communications tools in the eCRM (Engaging Networks), sends tests, manages the review process, finalizes, and schedules fundraising email sends.
9. Helps administer and supports members engaged in our peer-to-peer fundraising efforts.
10. Monitors acknowledgement process, ensuring accurate and efficient acknowledgement of donations.

### 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:** None.

### SKILLS/KNOWLEDGE REQUIRED:

- College degree or equivalent work experience with a minimum of 2 years of experience on a fundraising team.
- Excellent oral and written communication skills.
- Strong computer skills, including proficiency with Excel.
- Strong organizational skills and attention to detail.

- Ability to work independently and manage time efficiently. Ability to manage frequent interruptions and stay on track.
- Demonstrated ability to maintain a professional demeanor including dependability, flexibility, willingness to learn, and problem-solving skills. Ability to remain calm under pressure.
- 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. Experience with ImportOmatic (or other connectors) is a plus.

#### **WORK ENVIRONMENT ISSUES:**

- Must be responsive to emails and phone calls off-site during evenings, weekends, and holidays as needed to support time-sensitive matters.
- Some travel may be required.
- Bread is a hybrid organization. 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.

#### **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 is the foundation for our hope, story, mission, and values, and compels us to love our neighbors near and far.
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 be in right relationship with God, self, neighbor, and the environment, and to freely 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 and protect people who experience hunger and poverty from oppression.
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 politically unbiased 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 diverse churches, 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 those 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.