



## Fundraising Operations Specialist

Program: Development

Reports to: Program Manager

Job Location: Rutherford Office

Position Status:  Full-time    Part-time

FLSA Classification:    Exempt  Non-exempt

Salary Range: \$\$25.05 - \$31.96 per hour

The Fundraising Operations Specialist manages our donor database and ensures gift processing, donor acknowledgment, and other retention strategies follow our established Gold Standards. Must be capable of working in a team environment as well as working independently.

### Essential Responsibilities:

- Conducts daily gift processing following established procedures
- Conducts established revenue reconciliation procedures
- Conducts monthly KPI reporting of established donor metrics
- Conducts established quality assurance measures to ensure data integrity and accuracy
- Ensures timely acknowledgment of gifts
- Follows established Gold Standards for donor retention
- Ensures donors receive applicable tax receipts and in-kind receipts
- Ensures gratitude touch points are made as part of donor stewardship process
- Assists team with special projects as assigned and as capacity allows

### Competencies:

- Exceptional attention to detail and accuracy
- Ability to manage time and deadlines well
- Organized person who enjoys following established processes while also comfortable suggesting new solutions or improvements
- Motivated individual with the ability to work independently
- Motivated by quality project outcomes (on-time, on-budget, meeting deadlines, etc.)
- Proficient in MS software applications
- Proficient in Excel and pivot tables or similar software and functions
- Ability to apply supervision feedback toward enhanced performance

**Minimum Requirements:**

- Must have 2+ years of documented experience running reports, analyzing data, and ensuring data quality of donor management software
- Proficiency with excel, including creating pivot tables is required
- Associates Degree; or equivalent combination of education and experience
- Social services/nonprofit environment experience preferred
- Proficiency with donor management software for mid-to-large organizations preferred
- Clear multi-state criminal background and motor vehicle driving record

**Licenses and/or Certifications:**

- None

**Work Environment:**

- Hybrid environment: Both in-office and remote work required.
- Occasional off-site work for event support and other special projects
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.

**Acknowledgement and Review:**

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

*Family Eldercare is committed to a culture of diversity, equity, and inclusion. We strongly encourage people of color, LGBTQIA2+, individuals with disabilities, parents, caregivers, and veterans to apply. We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status or any other characteristic protected by law.*

**Print Employee Name:**

**Employee Signature:**

**Date:**