

St. Francis Convent – Job Posting



Position: Donor Services Specialist

We are looking for an experienced Donor Services Specialist to join our Direct Mail Team! If you are a detail oriented, enthusiastic individual, that is mission-driven, then this is the opportunity for you!

Position Summary: The Donor Services Specialist manages the Sisters' contact record management (CRM) system, ensuring that all relevant donor information is correctly recorded in a way that supports the cultivation, stewardship, and recognition of donors. The Specialist generates standard and custom reports as requested, researches and analyzes the database to generate donor and prospect lists for targeted appeals and maintains moves management tools to identify and promote existing donors to higher giving levels. The Specialist serves as the congregation's CRM expert and assists other Advancement staff, as needed, with correct usage and recording of donor data.

Requirements:

- **Education/Experience:** A bachelor's degree and a minimum of five years of experience in a similar role in a nonprofit marketing or fundraising department is required. Experience with contact record management (CRM) systems such as Blackbaud's NXT/Raiser's Edge or other similar donor CRM is preferred.
- **Skills/Abilities/Knowledge:**
 - Detail oriented, with strong analytical, and planning skills
 - Basic knowledge of faith-based organizations a plus
 - Strong organizational and time management skills.
 - Advanced skills in Microsoft Office 365 suite (Excel, Word, Outlook, Teams)
 - Basic skills in design using Adobe Creative Suite, PowerPoint, Canva, or other tools a plus.
 - Creative, curious about learning and applying the latest CRM enhancements Self-motivated, ability to work collaboratively and ability to make independent decisions as appropriate.
 - Ability to work in a fast-paced environment and to prioritize, organize and manage multiple priorities.
 - Works well both independently and in a team environment.
 - Must be able to meet deadlines and work well under pressure.
 - Works effectively with people from different backgrounds and varying levels of technical skill.
 - Excellent written and verbal communication skills and ability to convey information to various levels of staff and management.
 - Commitment and demonstrated ability to maintain confidentiality and a high degree of accuracy.
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.

Details:

- **Non-Exempt, Full-Time (Monday-Friday)**
- **Pay rate:** \$19.23-\$21.63 per hour