



## **Donor Database and Services Specialist**

The Donor Database and Services Specialist manages and maintains the Missouri Conservation Heritage Foundation's donor database to track gift/financial and contact information on donors and prospects. This individual is responsible for all donation processing and will develop reports, ensure accurate records, and assist with events. This individual must be an organized, critical thinker with the ability to implement systems and enhance processes while effectively delivering results.

### **Summary of Duties and Responsibilities:**

- Complete gift entry by accurately entering new or updating existing records with gift amounts, and assigning appropriate fund accounts, campaigns, designations, appeals or event codes.
- Generate gift acknowledgement letters, process matching gifts, and attach pertinent documents to donor records.
- Generate monthly gift reports to support timely execution of donor stewardship strategies.
- Create and save data queries for reports, exports, and mailing list preparation.
- Execute physical mailings, and provide logistical support as needed; work with vendors, mail houses to coordinate and complete large mailings.
- Provide advance and onsite support for events.
- Provide front-line customer service (in-person, online, over phone) including intake of donor gift inquiries, processing customer service issues generated via web or store, and direct follow-up with donors.
- Respond to inquiries related to donations/payments, event attendance, refunds, and other matters; provide excellent customer service to donors, friends, and staff.
- Update website as needed, create donation pages and forms.
- Manage the foundation's online store by adding and removing items.
- Maintain database policies and procedures manual.
- Add and edit biographical, demographic, and other personal information to Raiser's Edge database, as well as adding appropriate codes to records.
- File, organize and maintain donor information in preparation for annual audit.
- Provide accounting and general office support as needed.

### **Required Qualifications:**

- Highly detailed oriented with a critical degree of accuracy regarding data entry and analysis.
- Proficient use of Microsoft Office applications such as Excel and Word, including mail merge; PowerPoint and Publisher as needed. Knowledge of QuickBooks and advanced spreadsheet skills desirable.
- Familiarity with POS, online payment processing, event management and other integrated applications helpful.
- Ability to develop queries, import/export and manipulate and analyze data for a variety of fundraising needs preferred.
- Knowledge of customer service best practices and demonstrated competence in working with donors.
- Effective written and verbal communication.
- Highly organized with strong attention to detail and time sensitive deadlines.
- Have an appreciation for conservation and the outdoors.

**Complexity/Problem Solving:**

- Flexibility, willingness, and ability to learn new tasks and take on new projects.
- Ability to implement and coordinate multiple projects.
- Ability to think creatively to solve problems or improve processes and efficiency.
- A decisive, independent thinker with a strong work ethic and a high level of execution.

**Communications/Interpersonal Contacts:**

- Ability to effectively work with and communicate with a wide range of people including associates, managers, executives, donors, and the public.
- Ability to work effectively under pressure with frequent interruptions.
- Ability to demonstrate a professional and approachable attitude on a consistent basis.
- Ability to use discretion and sensitivity in handling highly confidential donor information.
- Ability to be flexible when working toward independent goals while working in a team environment.

**Education/Experience**

- Associates Degree preferred.
- Experience with donor database software such as Blackbaud's Raiser's Edge preferred.
- Gift processing, or related database/system operation experience preferred.

**Pay and Benefits:**

- \$14 - \$17 per hour
- Flexible schedule
- Some paid holidays

**Job Type:**

- Permanent; Part time
- 20-30 hours per week
- Work location: MCHF Headquarters, Jefferson City, Missouri
- Position requires occasional evening and weekend hours. Occasional out of town travel.

If you meet these qualifications and are interested in joining our team, please send your resume by June 14, 2022 to:

Missouri Conservation Heritage Foundation

P.O. Box 366

Jefferson City, MO 65102

Or email to:

[kim.becker@mdc.mo.gov](mailto:kim.becker@mdc.mo.gov)

The Missouri Conservation Heritage Foundation is an equal opportunity employer. We do not discriminate based on age, gender, race or ethnic origin, religion, veteran status, physical or medical condition, political affiliations, or sexual orientation.

**Who we are:**

The Missouri Conservation Heritage Foundation is a nonprofit 501 (c)(3) organization founded in 1997 to advance conservation and appreciation of Missouri's natural resources, including fish, forest, and wildlife. MCHF works with donors and other conservation partners to financially support the mission and priorities of the Missouri Department of Conservation at the statewide, national, and international level.

This means MCHF invests in everything from migratory bird programs to youth hunting and fishing events to endangered species habitat protection. MCHF supports the state's nature centers, as well as hiking and wildlife viewing activities – anything that allows Missourians to enjoy the outdoors in urban and rural areas.

MCHF is governed by a volunteer board of directors comprised of conservation, community, and business leaders. MCHF has raised and invested more than \$24 million in conservation projects large and small. Find out more by going to the MCHF website at [mochf.org](http://mochf.org).

Thank you for considering us!