



St. Agnes Academy

Donor Service Coordinator

Updated: April 20, 2021

Duration: Full Time – Twelve month

Reporting to: Head of Advancement

FLSA: Non- Exempt employee

Schedule: Monday through Friday

Hours: 8:00 am to 5:00 pm

Compensation range: \$46,000 - \$53,000

Mission: *Rooted in the Dominican tradition, St. Agnes Academy provides a Catholic college preparatory education that encourages young women to develop intellectual curiosity, to work for social justice and to act with integrity and compassion.*

Job Purpose:

The Donor Service Coordinator is primarily responsible for processing all philanthropic gifts and acknowledgments in a timely and accurate manner. The coordinator is also responsible for the management of the donor database (Raiser's Edge) ensuring that data entered can be pulled in a consistent, accurate way. Additionally, the coordinator assists with direct mail and other list and reports as necessary.

The main responsibilities will include:

A. Gift Processing

- Process gifts and pledges into Raiser's Edge and ensure acknowledgment/receipt letters are typically to signers within 24-48 business hours. Discuss peak times (i.e. Gala and Giving Day) turn-around time with the Head of Advancement
- Process/commit online transactions within 48 hours of the transaction
- Record all transaction in Raiser's Edge for the prior month no later than the 10th of the next month
- Maintain and process all matching gifts
- Manage monthly pledge reminders and recurring gifts; pull list of outstanding pledges a few times a year for review and send the additional reminders
- Deposit checks with the Finance Office within 24 hours of receipt
- Reconcile monthly with the Finance Office
- Provide requested information for the annual audit
- Respond to requests from donors, volunteers, and staff in a professional and timely manner
- Manage and maintain gift processing procedures and update as needed
- Send a gift report for the prior day's transactions to the advancement team
- Send month-end reports and YTD reports to the Finance Office not later than the 10th of the next month
- Streamline the calendar or work to address peak gift processing times (i.e. Academy Fund drop, end of calendar year, Gala and Giving Day). Communicate workload "log jams" with the Head of Advancement and Advancement Team.

B. Raiser's Edge Database

- Manage the operation, maintenance, data input, data integrity and accuracy for Raiser's Edge
- Maintain SAA database standards for records
- Import and enter new student and new grandparent information, connect relationships
- Maintain accurate constituent records in the database in a timely manner
- Troubleshoot issues with Raiser's Edge
- Be a resource for others in the use of Raiser's Edge
- Coordinate coding of appeals and solicitations in database
- Assist with wealth screening process, coordinated by the Director of Annual Giving
- Collaborate with the Registrar concerning Raiser's Edge problems and procedures

C. Stewardship Activities

- Manage acknowledgement letter process and ensure letters get to proper signers
- Prepare mailing list, invitation, and manage RSVPs for Messiah
- Prepare mailing lists for Veritas Magazine, Gala, Grandparents' Day, and others as needed
- Compiles donor lists for the Annual Report

D. Tribute Gifts (in honor of and in memory of)

- Oversees honoraria/memorial records in Raiser's Edge, generate mailing of honoraria/memorial cards
- Oversees obituary process for the school, managed by School Receptionist

E. Paver Program and Meyer Hall Seats

- Coordinate the Legacy Paver Program (when/if pavers are needed)
- Coordinate the Meyer Hall seat naming program (when/if plaques are necessary)

F. Advancement Department Postage

- Purchase stamps for department's personalized notes

G. Other

- Be prepared to serve as the first point of contact with the Advancement Office, greeting visitors and donors both face-to-face and by phone
- Attend select after-hours events and meetings
- Job requires some work over Christmas/New Year's break/holidays to process end of year gifts
- Other duties as assigned by the Head of Advancement

Qualifications:

The Donor Services Coordinator will be a fundraising professional who knows and understands the nature and purpose of an educational institution. The coordinator should possess:

- Commitment to embracing the mission and aspirations of St. Agnes Academy
- Completion of Safe Haven training
- High school diploma; Associates degree preferred
- Clear understanding and sincere appreciation of the mission, values, organization and traditions of Catholic and independent schools
- Extensive experience and proficiency using Microsoft Office products and donor software, preferably Raiser's Edge; familiarity with auction software is a plus
- Strong attention to detail and accuracy
- Demonstrated ability to handle complex tasks, formulate plans, and successfully carry out objectives
- Excellent written and oral communication skills

- Ability to listen attentively and provide solutions
- Strong organizational, time management, and project management skills
- Ability to work with minimal supervision and direction
- Proven track record of working effectively with others and supporting organizational goals
- Commitment to providing timely responses to requests for information, service, and assistance
- Demonstrated positive, energetic, proactive, and productive attitude
- Ability to prioritize and accommodate competing requests for data and reports according to established priorities
- Ability to meet stringent deadlines in a high-pressure, fast-paced environment
- Perform functions with a high degree of accuracy and confidentiality

Work Environment

This job operates in a professional/education/office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit at desk area, communicate via phone/face to face, manually input data into a computer, walk to different office areas, reach with hands and arms, and minimal lifting, fly, drive a car, public speaking and attending events.

Apply Here

The forgoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all the responsibilities and duties that may be assigned or skills that may be required.

Reviewed by employee:

Date: