JOB DESCRIPTION

TITLE: Data Entry Clerk

DATE: October 2021

DEPARTMENT: Data Operations

SUPERVISOR: Director, Data Operations and Integration

FLSA Classification: Non-exempt

SUMMARY: This position is responsible for the administrative maintenance of the Raisers Edge database.

ESSENTIAL DUTIES AND RESPONSIBILITES

<u>**Gift Processing and Record Maintenance:**</u>
- Accurately input and process all credit card transactions in a timely fashion in accordance with designated timelines
- Evaluate, sort, and total all credit card donations on a daily basis to create daily gift batches, including coding of revenues
- Field and answer phone call related gift requests to include mailing invalid credit card letters to investors
- Accurately input and process all recurring gifts
- Input and process Direct Mail contributions (Lockbox)
- Accurately import Action list across departments
- Create appeals and packages to ensure better tracking for Direct Mail
- Create and send the daily Large Donation notification email to Foundation staff, in accordance with gift tracking and internal control systems.
- Run data check queries and software to accurately ensure data maintenance as it relates to attributes, event modules, and constituent duplicate clean up
- Produce reports pertaining to the gift data entry process, including "Gift Validation," and "Commit Control"
- Add new constituent records to the database as needed, analyze information and populate all appropriate data fields where information is available
- Maintain the integrity of filing and database system
- Work with Development Department to reconcile end-of-month proposal close out
- Call investors as needed to resolve issues associated with donations made via credit card
- Ensure timely and accurate mailing of tax receipts to investors in compliance with audit standards

- Process and build internal lists and queries related to internal reporting processes (Scorecard data, Gift pyramid, Monthly Data Operations stats list, Development list)
- Reconcile gift and investor data between PayPal and digital marketing software
- Other duties as assigned

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree required
- A minimum of 1 to 2 years of experience or equivalent training in donor database management; Blackbaud technology applications, particularly The Raiser's Edge, preferred
- Experience with Crystal Reports and The Financial Edge preferred
- Non-profit experience preferred
- Experience in a fast-paced, growth-oriented, regional, national, and/or global organization

REQUIRED SKILLS AND ABILITIES

- Strong skills in Microsoft Office software (Word, Excel, Access, and Power Point)
- Proficiency with donor database systems, The Raiser's Edge preferred
- Strong technical skills and the ability to quickly learn software applications
- Solid major gifts understanding and an appreciation of investor relationship management
- Strong analytical skills and ability to present complex data in a succinct, compelling way
- Detail oriented with strong organizational skills
- Ability to manage multiple projects, prioritize, and meet deadlines; ability to understand the needs and priorities of the Scholarship Foundation
- Creative problem-solving skills and ability to think strategically
- Strong interpersonal skills and professional demeanor
- Ability to communicate well verbally and in writing including technical concepts
- Proven track record of achieving results
- Ability to work well in a team environment that promotes inclusiveness, fosters respect, and facilitates communication among team members
- Ability to professionally represent the organization
- Strong customer services attitude for working with internal customers and external constituents
- Attitude that excels in positive thinking and problem solving

WORKING CONDITIONS

- Working conditions are normal for a fast-paced office environment
- Work may require occasional weekend and/or evening work
- Requires working in front of a computer for extended periods of time