



## The Dayton Foundation – Job Posting Announcement

### *Donor Services Associate*

#### Full-time, non-exempt position

**Compensation: starting at \$24.14 per hour, commensurate with experience**

**Position Purpose:** To process and acknowledge all gifts to the Foundation, open new Charitable Checking Accounts, and provide information and service to all Dayton Foundation current and prospective Fund holders.

#### **Key Responsibility: Donor Gift Entry**

##### Specific Duties:

- Maintains current database of all credit card and check gifts by processing gifts from donors, properly documenting each gift, and entering all pertinent information into computer system for continued processing and tracking.
- Generates special Cash Receipts and General Ledger reports as a means of assuring that all gifts are properly processed.
- Serves as liaison between donors and financial institutions and answers donor questions regarding transfers and donations related to their specific fund.

#### **Key Responsibility: Gift Acknowledgement**

##### Specific Duties:

- Prepares acknowledgement letters and/or emails for all gifts received by The Dayton Foundation.
- Prepares letters and/or emails to acknowledge transfers of money between Funds.
- Prepares acknowledgement letters for component funds using customized stationery/templates as needed.
- Researches returned letters, updating donor profiles with new addresses as needed.
- Emails copies of acknowledgement letters and/or gift reports to fund advisors as needed.
- Sends trade confirmations of stock transactions as requested for tax purposes.

#### **Key Responsibility: Special Contributions**

##### Specific Duties:

- Prepares customized letters and/or reports with donor names and addresses to families of individuals memorialized by a gift to a fund of the Foundation.
- Prepares customized letters as needed for contributions toward special events or other unique situations.

#### **Key Responsibility: Charitable Checking Account Services**

##### Specific Duties:

- Responsible for opening new Charitable Checking Accounts, securing appropriate approvals, and sending welcome information to new donors in a timely manner.
- Responds to donor questions and inquiries as needed.
- Communicates with donors and prospective donors to provide information about Charitable Checking Account procedures.
- Provides support for Donor Express users.

#### **Key Responsibility: Process Improvement/Database Maintenance**

##### Specific Duties:

- Assist with the implementation of policies and procedures that will improve efficiencies utilizing Salesforce or other workflow tools.

- Accurate updating of all donor records (Foundation Power, SalesForce, Donor Portal) as directed or provided by staff.

**Key Responsibility: Assist Other Members of the Donor Services & Development Department**

**Specific Duties:**

- Cross-trains to learn tasks and responsibilities of other Donor Services and Gift Entry team members, including grant entry, processing of program expenses, and special projects.
- Provides assistance to other members of the Donor Services staff as needed.

**Key Responsibility: General Office Requirements and Back Up Receptionist**

**Specific Duties:**

- In absence of receptionist, answers telephone and directs calls and messages to appropriate staff.
- In absence of receptionist, greets visitors in courteous and professional manner and directs to appropriate staff.
- Perform excellent customer service by responding to telephone and electronic donor inquiries.
- Performs other specific duties as directed to facilitate processes and support TDF goals.

**Position Qualification Requirements:**

**Education and Work Experience**

Minimum of a high school diploma or equivalent, with some college or technical school preferred and minimum of two (2) to four (4) years of job-related experience OR

Any equivalent combination of education and experience that provides the required knowledge, skills and abilities.

**Knowledge and Skills**

- Excellent telephone and customer service skills
- Knowledge of secretarial and office administration procedures
- Ability to operate and maintain most standard office equipment
- Proficiency in or knowledge of using computer software applications, i.e., word processing and databases, etc. as job requires
- Poise, tact and diplomacy
- Ability to maintain a high level of confidentiality
- High level of attention to detail and accuracy

This job description in no way states or implies that these are the only duties to be performed by the employee. Employees will be expected to follow any other job-related instructions and to perform any other job-related duties requested by any person with authority to give instructions or assignments. Physical Job Demands Attached

Send résumé and cover letter via email to Jeffrey Sypeck, Director, Human Resources, at [jsypeck@daytonfoundation.org](mailto:jsypeck@daytonfoundation.org)

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