

~ JOB POSTING ANNOUNCEMENT ~

## **THE DAYTON FOUNDATION**

### **Donor Services Associate**

Development and Donor Services Department

Starting Hourly Rate: \$21.44

**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**

- Maintains current database of all donor 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**

- 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 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**

- 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: Bank Deposits**

- Functions as part of the Internal Controls process for finance, handling the deposits processing, as required.

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

- 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**

- 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**

- 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**

- In absence of receptionist, answers telephones 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

**Send résumé and cover letter via fax or email to:**

**LaTonia McCane, Director, Human Resources**

**The Dayton Foundation**

[lmccane@daytonfoundation.org](mailto:lmccane@daytonfoundation.org)

**FAX: 937-222-0636**

**Closing Date: October 15, 2021**

*The Dayton Foundation is an Equal Opportunity Employer*