~ JOB POSTING ANNOUNCEMENT ~
THE DAYTON FOUNDATION

Donor Services Associate
Development and Donor Services Department
Starting Hourly Rate: $21.44
May Start Date

Position Purpose: To ensure excellent service to donors by acknowledging all gifts to the Foundation, providing information and service to new and current Charitable Checking Account fund holders, and supporting the work of the Donor Services group through cross-training.

Gift Acknowledgement
- Prepares acknowledgement letters for all gifts received by The Dayton Foundation. The CCA, Inc., The Dayton Foundation Charitable Accounts, Inc., and The Dayton Foundation Family Foundation Plus.
- Prepares letters to 501 (c) (3) organizations that transfer money to their respective funds.
- Prepares acknowledgement letters for Community and Education Foundation component funds using their particular stationery.
- Prepares customized letters for component Fund event contributions, ensuring correct adherence to IRS and event policies.
- Researches returned letters, updating donor profiles with new addresses as needed.
- Scans and emails acknowledgement letters to cc’d fund advisors.
- Sends email acknowledgements for some gifts.
- Sends trade confirmations of stock transactions as requested for tax purposes.

Memorial Contributions
- Prepares reports with donor names and addresses for families of individuals memorialized by a gift to a fund of the Foundation.

Charitable Checking Account Services
- Maintains current accounting of new Charitable Checking Accounts by processing new fund documents and providing written confirmation to donors.
- Tracks and facilitates resolution of donor contribution problems.
- Responds to donor questions and inquiries by providing requested information.
- Communicates with donors and prospective donors to provide information about Charitable Checking Account procedures.
- Provides support for Donor Express users.

Provide Assistance to Other Members of the Donor Services Department
- Provides assistance to other members of the Donor Services department as needed.
- Cross-trains to perform all functions of the Donor Services department and act as backup for other staff as needed.

Back-Up Receptionist
- In the absence of the receptionist, answers telephones and directs calls and messages to appropriate staff.
- In absence of the receptionist, greets visitors in courteous and professional manner and directs to appropriate staff.

Position Qualification Requirements:
Education and Work Experience
High school diploma or equivalent with some junior 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
- Attention to detail
- Excellent database skills
- Ability to operate most office equipment
- Proficiency in Word and Excel
- Ability to maintain confidentiality

Send résumé and cover letter via fax or email to:

LaTonia McCane, Director, Human Resources
The Dayton Foundation
lmccane@daytonfoundation.org
FAX: 937-222-0636

Closing Date: Friday, March 27, 2020

*The Dayton Foundation is an Equal Opportunity Employer.*