

POSITION: Donor Services Generalist

FTE/FLSA: 1 FTE (40 hours/week) / Non-Exempt

SALARY: Grade 102 (\$35,193.60 - \$42,232.32)

LOCATION: 3003 S. Country Club Road

SCHEDULE: M-F 8:30 am to 4:00 pm

REPORTS TO: Development Director or Manager

Function: this position provides administrative and project management support for the fast-paced communication and fundraising department. This position works closely with the Development Database Manager.

Duties and Responsibilities:

- Manage the department mail process of conveying daily mail to finance office, assist in dual control deposit of all gifts, delivery of outgoing mail to post office.
- Provide professional, responsive, and appreciative customer service to all partners, donors, and colleagues.
- Welcome guests by greeting them in person or on the telephone; answering or directing inquiries.
- Participate in the daily donor gift entry process with manual and file upload procedures regarding online and offline donations.
- Assist in the acknowledgment process as appropriate.
- Oversees the completion of card requests, batch scanning, and administrative filing.
- Maintain External Relations supply closet by tracking supply levels and placing orders.
- Serve as point of contact for team volunteers and communicate with Donor Stewardship Manager on volunteer projects.
- Perform tasks under pressure at times and handle various activities.
- Perform other duties as assigned

Minimum Qualifications

- Minimum 2 years of experience in a fast-paced, complex work environment demonstrating excellent organizational and follow-through skills
- Associates degree in communications or related field. Two years of experience with data entry and database system
- For insurance purposes, must be at least 21 years of age
- A current and valid Arizona Driver's License
- Three (3) years clean driving record.

Preferred Qualifications

- Bachelor's Degree in communications, English, marketing, or related field
- Five years of experience in a customer service-oriented job or industry
- Bilingual
- Experience in internal and external communications, partnership development, and fundraising
- Proficient in Microsoft Office (Outlook, Word, Excel, and PowerPoint).
- Raiser's Edge experience

Physical Requirements:

Light Work – exerting up to 20 pounds of force occasionally, and/or up-to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If someone can do light work, we determine that he or she can also do sedentary work, unless there are additional limiting factors such as loss of fine dexterity or inability to sit for long periods of time.

Expectation:

CFBSA is committed to providing employees with an environment in which the **Core Values** of *Respect, Integrity, Accountability, Collaboration, Excellence, Innovation, and Social Justice* are supported and encouraged.

CFBSA works diligently to maintain a culture of fairness, responsibility, trustworthiness and teamwork to advance our mission: *We change lives in the communities we serve by feeding the hungry today and building a healthy, hunger-free tomorrow.*

The Community Food Bank is a drug and tobacco free work environment.

Community Food Bank is committed to having a workforce that reflects diversity at all levels and is an equal opportunity employer. Qualified applicants are considered for employment, and employees are treated during employment without regard to race, color, religion, national origin, citizenship, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other characteristic protected under applicable law.

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Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

General Sign-off:

I understand that I am expected to adhere to all company policies and to act as a role model regarding all policies and CFBSA Core Values.

I have reviewed this job description and I understand this explanation, and I am able to fulfill the requirements of this position.

Read and Accepted By: _____

Date Signed: _____