



DIOCESE OF JOLIET

JOB DESCRIPTION

<u>TITLE</u>	Donor Relations / Database Coordinator
<u>AGENCY</u>	Development
<u>SUPERVISOR</u>	Chief Development Officer/Associate Director of Development

JOB SUMMARY

Working with the Chief Development Officer and the Associate Director of Development, this position is an integral part of the fundraising team and Development Office. The primary objective of this position is to provide comprehensive fundraising support through donor relations, effective database management and reporting. Coordinator will be primary donor contact for gift processing and oversee all the clerical and administrative procedures necessary to complete the various appeals and campaigns. The position also interacts on a professional level with donors, parish pastors and staff members, vendors, and other constituents.

DUTIES & RESPONSIBILITIES

- Respond to donor inquiries via phone calls, emails, mail providing exemplary customer service skills
- Ensure accurate and timely data entry of gifts into the database
- Troubleshoot database issues and suggests process improvements for data operations, gift processing, and reporting
- Maintain and manage the 180,000+ constituents in database, facilitating updates and changes on a regular schedule
- Process all donations (\$1000+) received from our Deo Gratias Society members to the Catholic Ministries Annual Appeal (CMAA). Assures quality of donor gift reporting for tax purposes.
- Handle all reversals, credit card updates, donor tax receipts, and maintain integrity of database
- Process all gifts for other various appeals related to the mission of the Diocese of Joliet
- Supports gift acknowledgment process
- Train and create a working relationship with Diocese of Joliet parish staff to help utilize the database and keep parish records up to date (this includes remote and on-site training at times)
- Manage relationship with vendors including data processing center, database software provider, and credit card processing provider. Overseeing training and operational issues and contract management
- Produce timely Excel reports to maximize revenue and steward donors as needed
- Work collaboratively with colleagues to implement and uphold data integrity protocols to ensure accurate reporting and inform departmental activities
- Oversee and implement all new policies and procedures into the Portfolio database so we are compliant with IRS regulations (most recent example: donor advised funds)

OTHER DUTIES AND RESPONSIBILITIES

- Assists with planning and coordination of Development Office Special events
- Oversees Seminarian Endowment Campaign database, which includes but is not limited to, managing and processing monthly pledge billings, processing all pledges, payments and gifts received, contacting donors with delinquent payments on pledges, creating monthly reports for committee meetings

QUALIFICATIONS

- College degree or relevant experience, preferably five or more years Non-Profit or Religious Development/Fundraising experience
- Resolution-driven individual with ability to work independently in an organized, detail-oriented and efficient manner in a multi-task, fast-paced team environment
- Ability to professionally and independently interact with persons such as donors, parish pastors and staff members, vendors, and other constituents and handle confidential information discretely
- Excellent verbal, written, and organizational skills required
- Problem solver with the ability to prioritize and go beneath the surface to the right or best solution
- Experienced, high-comfort level and proven capability using a variety of software products including Microsoft Office with an emphasis on Excel
- Creative, cooperative spirit and demonstrated effective interpersonal skills
- Must support the mission, philosophy, objectives and policies of the Roman Catholic Church and the Diocese of Joliet

WORKING CONDITIONS

This is a full-time position with benefits. Normal work week Monday through Thursday 8:00 a.m. – 4:30 p.m. and Friday 8:00 a.m. – 1:00 p.m. Some overtime as required.

Interested candidates meeting the necessary qualifications please email a cover letter, resume and salary requirement to: humanresources@dioceseofjoliet.org