

**POSITION SUMMARY:**

The Donor Services Specialist supports donors by addressing their concerns and needs through the Donor Services email and phone line. This position manages the donor acknowledgement letters, helps maintain data integrity of the Raiser's Edge database, and oversees the matching gift portals, confirmations, and donor reports. This role provides general support and serves as the primary backup for the Donor Services team. Additionally, this role regularly must handle confidential donor information with discretion.

Adhere to PACT values. (Purpose: Using our strengths passionately to contribute to our mission. Accountability: Choosing to rise above one's circumstances and demonstrating ownership to achieve results. See It. Own It. Solve It. Do It. Courage: Standing up for what's right and acting. Transparency: Doing things openly and honestly).

ESSENTIAL JOB FUNCTIONS:

1. Reliable, consistent, attendance is a requirement. This position requires punctuality and dependable on site attendance to meet the needs of the business, including attending and taking part in meetings and presentations.
2. Manages the Donor Services email by responding to emails within a 24-hour timeframe.
3. Answers the Donor Services phone line, returns calls to donors within a 24-hour timeframe, and updates seasonal voicemails.
4. Operates with a high level of integrity and the ability to maintain strict confidentiality.
5. Maintains and orders office supplies for Donor Services, oversees the meter machine services, and serves as the main point of contact for the meter machine.
6. Coordinates with the Donor Services team on the timeframe gifts are entered to process, review, print, and mail acknowledgments.
7. Manages all Donor Services outgoing mail.
8. Creates and updates specific letters for all donor correspondence.
9. Manages volunteer onsite projects.
10. Matching Gift Portals: Confirms matching gifts, updates credentials, and downloads donor reports.
11. Leads the ongoing database maintenance project.
12. Updates donor records from returned mail, and info email/Department requests.
13. Assists with uploading information to Raiser's Edge regularly.
14. Maintains and manages clear and accurate donor services operations documents and procedures (for reference purposes), including creating best practices guidelines and standards.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

QUALIFICATIONS:**Education/Experience:**

- High School Diploma from an accredited school or general education development (GED) certificate
- 2+ years of experience in an administrative customer service role
- Experience answering phone and email inquiries and providing organizational information
- 1+ years of experience in non-profit development preferred
- Experience using ten-key pad at a proficient speed and accuracy. Must be able to pass ten-key pad assessment
- Bilingual in Spanish preferred

Certificates, Licenses, and Registrations:

None

Special Knowledge/Skills/Abilities:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability needed. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. (For best performance, the job holder in this position would be expected to show the right knowledge, skills, and abilities in the listed areas.)

- Proficiency in Microsoft Suite (Word, Excel, Outlook, PowerPoint), 10-key, CRM (Raiser's Edge preferred), and office equipment (printer/scanner).
- Ability to work with a diverse population, including the public.
- Strong customer service skills when answering, screening, and forwarding calls and emails.
- Ability to provide organizational information.
- Ability to work well with other departments.
- Ability to work in a fast-paced environment.
- Attention to detail and strong organizational skills.
- Excellent written and oral communication skills.
- High attention to integrity, ethics, and sensitivity, particularly regarding confidential information.

COMPLIANCE:

Carries out responsibilities in accordance with HFB policies.

REASONING ABILITY:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability needed. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions. (For best performance, the jobholder in this position would be expected to show the right knowledge, skills, and abilities in the listed areas.)

COMPETENCIES:

Action-Oriented / Customer Focus / Drives for Results / Priority Setting / Managerial Courage / Interpersonal Savvy / Creativity / Standing Alone / Time Management / Decision Quality / Self-development / Patience

PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. While performing the duties of the job, the employee is required daily to analyze and interpret data, communicate, and remain in a standing or stationary position for a significant amount of the workday; and often access, input, and retrieve information from the computer and other office productivity devices. The employee must regularly move about the office and around the facility, use hands, wrists, and fingers to grip, type, and write. The employee must frequently lift 50 pounds. The employee will need to have the average ability to hear horns, warnings, and alerts associated with a warehouse.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. While the job is generally performed in an enclosed office environment, the employee is occasionally exposed to wet and/or humid conditions, strong food-related smells, and outside weather conditions. The noise level in the office environment is typically quiet, but the employee will be occasionally exposed to loud noise levels (e.g., horns, fans).

TRAVEL REQUIRED:

No travel is required for this role.

This role supports hours of operations at the Houston Food Bank facilities, as necessary, and may require flexibility (e.g., times of disaster, community events, company events).

*Is legally able to work in the United States.

The foregoing statements describe the general purpose and essential job functions needed for this job and are not an exhaustive list of all responsibilities, working conditions, qualifications, and skills that may be needed.

Houston Food Bank (HFB) is an equal employment opportunity employer. We consider individuals for employment or promotion according to their skills, abilities, and experience. We believe that it is an essential part of the Company's overall commitment to attract, hire and develop a strong, talented, and diverse workforce.

HFB is committed to complying with all applicable laws prohibiting discrimination based on race, color, religious creed, age, national origin, ancestry, physical, mental or developmental disability, sex (which includes pregnancy, childbirth, breastfeeding, and medical conditions related to pregnancy), veteran status, military status, marital or registered domestic partnership status, medical condition (including cancer or genetic characteristics), genetic information, gender, gender identity, gender expression, sexual orientation, as well as any other category protected by federal, state or local laws.

Apply Here: <https://recruiting.paylocity.com/Recruiting/Jobs/Apply/4439196>

Salary Description

Starting Pay: \$18.50 - \$20.50