

**Christian Reformed Church in North America (CRCNA)
World Renew**

Position Description

Position Title: Program Associate, Donor Relations
Department: Constituency Relations Team (CORE)
Reports To: Associate Director, Donor Relations
Status: Full time, non-exempt
Salary Level: 10

PURPOSE:

Provide support to the World Renew Donor Relations team including but not limited to expressing appreciation to donors, promoting their understanding and alignment and increasing their financial support of World Renew.

This position is held accountable to a fundraising plan.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide personalized communication to acknowledge gifts from donors who are not assigned to other donor relations staff
 - a. Write brief notes of appreciation on donation receipts
 - b. Contact donors and send notes/cards to thank them for their gifts
 - c. Send relevant printed materials on area of ministry in which donors have an interest or to inform them of the impact of their giving
 - d. Other similar brief contacts that affirm donors and share the agency's ministry information
 - e. Notify the Associate Director of any information that indicates more extensive donor follow up would be appropriate
 - f. Assist with the coordination of in-person donor visits and acknowledgment events as necessary
2. Respond to inquiries for information on the ministry of World Renew, send appropriate printed materials, perform other related follow-up
3. Contribute to the implementation of the donor retention strategy and promotion of recurring giving
4. Track sector based and project specific proposals and specific funding requests, and funding received in support of these programs, projects and activities
5. Maintain membership registrations with Global Impact to ensure World Renew can raise funds in all fifty states, maintain registrations for Global Impact Work Place Giving Campaigns
6. Develop and provide regular monthly/quarterly donor profile and other giving reports as requested
7. Provide credit card and reimbursement processing assistance to donor relations managers who work off-site and compile reports and materials based on their requests
8. Produce soft credit letters, and thank you letters for qualified charitable distributions from Individual Retirement Accounts
9. Prepare and mail notifications for memorial and/or in-honor gifts
10. Mine internal data and use wealth screening tools, to identify donors with the most promising indicators for increased giving; research current and potential donors and create profiles using available search engines
11. Input information into related donor data base
12. Perform other duties as assigned

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Able to respect and support the mission, vision and values of the CRCNA
2. Demonstrated commitment to Christ and be able to recognize this position as one that contributes to the work of His Kingdom
3. Demonstrated commitment to promote a work environment that values diversity and equality, as well as have respectful relationships with others
4. Committed to working towards gender equality in all aspects of World Renew's programming plans, policies and organizational structure
5. Knowledge of World Renew and the Christian Reformed Church (CRCNA) is a definite asset
6. Demonstrated ability to manage multiple tasks; good organizational skills with accurate attention to detail
7. Demonstrated ability to work with limited direction, self-directed
8. Flexible and adaptable team player; proven skills in collaborating with others
9. Good verbal communication skills: can express ideas clearly, listen with sensitivity
10. Good written communication skills, with knowledge of correct grammar, punctuation, spelling and general business English skills
11. Advanced computer skills in word processing, spreadsheets, and database management (knowledge of Microsoft Office Suite and Google is required)
12. Demonstrated ability to develop specific query reports from data available in database
13. Able to maintain confidential information

EDUCATION and/or EXPERIENCE:

1. Bachelor's degree is preferred, in marketing, communications or another related field is an asset
2. At least two years of donor administration experience is required. Exposure to donor recognition best practices, experience with nonprofit management and donor contact, and sales experience are definite assets

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Travel for occasional meetings, which may involve overnight stays.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Travel for occasional meetings, which may involve overnight stays.