

**The Catholic Foundation of Northern Colorado and The Catholic Alliance
Draft Position Description Information**

Donor Relations Specialist

Company: The Catholic Alliance
Department: Operations
Reports to: Data Processing Manager
FLSA Status: Full-time Non-Exempt

Our Mission and Vision

Foundation: Giving for the Kingdom of God

Mission – To inspire and facilitate generosity (by providing an avenue to invest in the Kingdom of God) that promotes the Gospel, transforms lives, and glorifies God.

Vision – We are called by Jesus Christ to: Promote the mission of the Church in northern Colorado by encouraging financial stewardship; and faithfully steward and distribute funds entrusted to the Foundation.

Alliance: Experience the Joy, Power, and Grace of Giving

Mission – We help the Church grow through generosity, so all can experience God's love and the joy, peace and grace that come from being faithful stewards.

Vision – To inspire everyone we meet to encounter Jesus Christ through the joy, power, and grace of giving.

The Catholic Alliance

The Catholic Foundation of Northern Colorado expanded its size and scope by consolidating the fund-raising staff for eight of the Archdiocese of Denver ministries in 2015. While those ministries continue to be part of the Archdiocese, the Alliance was formed by the Foundation to contract with the associated ministries and the Foundation for fund-raising, marketing, communication, event-planning, grant-writing and donation processing services.

The Opportunity

The Catholic Alliance is seeking an individual who has a zeal for the Catholic Church. We are looking for a Donor Relations Specialist who is comfortable interacting with our donors. This individual will work closely with our donors, responding to phone calls inquiring about donations, tax receipts, or any information related to our business or the ministries served by The Catholic Alliance. Along with answering calls, this person will be responsible for entering data into our donor database and printing donor correspondence including tax receipts and acknowledgements. The Donor Relations Specialist must have excellent communication skills and be comfortable working in a Catholic professional environment.

Essential Duties and Responsibilities

- Answer inbound calls from donors, professionally, with high energy and a positive attitude.
- Quickly resolve donor inquiries.
- Input confidential donor and gift data into Raiser's Edge database.
- Generate, print and mail Acknowledgement Letters and Tax Receipts.

Qualifications and Skillsets

- Ability required to speak, read and write fluently. Ability to speak Spanish a plus.
- Proficiency in the Microsoft Office Suite (with emphasis on Word and Excel).
- Experience helpful with Raiser's Edge, or similar CRM database.
- Team player who strives for excellence and embraces our culture.

- Desire to engage in conversations with customers via the phone and written correspondence, assisting donors with options to increase their giving.
- Ability to respond accurately and thoroughly to customer inquiries.
- Must be a resourceful and creative problem solver and one who looks forward to anticipating areas of concern or risk; able to work with team members to find solutions when unanticipated issues develop.
- Flexibility with scheduling and daily duties and ability to adapt to change.
- Attention to detail, with demonstrated organizational skills.
- Familiarity with gift processing and/or fund-raising principles.
- Experience with data entry.
- Absolute commitment to handling confidential donor information with sensitivity, integrity and accuracy.

Cultural Fit

- Open to ideas and placing team interests above self.
- Intellectually curious and has a passion for the Mission and Vision of the organization.
- Good judgement and intuition around group dynamics, considering the impact of words and actions.

Education and/or Experience

- Minimum of an Associate's degree in management, business administration or relevant field preferred.
- 2-5 years of experience in customer service preferred.