

Peninsula Humane Society & SPCA

Donation Specialist

Title:	Donation Specialist
Department:	Development
Division:	Community Engagement
Reports To:	Lead Development Coordinator
Classification:	Full-time, Exempt
Salary:	\$68,700/year

Summary: This position is responsible for processing incoming donations, managing diverse donation platforms, generating deposit reports and donor thank you's, and then reconciling with the Finance team. *Position must be performed on-site.*

Essential Duties and Responsibilities include the following (other duties may be assigned):

Donation Processing

- Enter donations accurately in development database, prepare deposit slips and generate the appropriate correspondence in a timely manner.
- Manage monthly reconciliation process with Finance.
- Determine proper coding for incoming donations.
- Balance all donations to gift entry reports and reports to finance.
- Manage the Matching Gift Platforms:
 - Enter in gifts from the 80+ different platforms.
 - Enter in MG wire transfer gifts (Brightfund, etc.)
 - Complete individual compliance statements for each platform, as needed.
 - Track Cybergrants (and the like) and their subsidiaries (multiple companies per matching gift platform.)
 - Enter quarterly MG statements (like PGE).
 - Enter all four United Way MG donations.
 - Verify donations within each platform, allowing disbursements to PHS.
- Manage Pledgeling Foundation donations (evites, gift registries, Legacy.com obit donations).
- Manage Giving Basket donations (from Charity Navigator), both recurring and one time.
- Monitor and process the ACH & Wire transfer bank account donations.

Donor Thank Yous

- Prepare thank you letters and other correspondence, including tribute cards, in a timely fashion.
- Initiate thank you letter updates and adjustments for donor cultivation purposes.

Development Coordination

- Create and maintain written instructions related to the duties of the position, including but not limited to donation coding, processing, generating letters, etc.

- Determine when additional donor information or clarification is needed and make contact, while maintaining good donor relations and documenting all interactions.
- Own the PHS database de-duplication process, ensuring clean data in RE and related databases.
- Maintain Pawprint newsletter donor lists to ensure tributes and donor categories are recorded properly.
- Responsible for incoming and outgoing mail.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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.

- Upon hire, must complete a background check.
- College Degree; or 2 – 3 years of related experience and/or training; or equivalent combination of education and experience.
- Proficient knowledge of Microsoft Office and preferably Raiser’s Edge software.
- Strong communication skills, both verbal and written. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals.
- Possess strong organizational skills and attention to detail.
- Professional, enthusiastic and positive demeanor.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate ratio and percentages.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Possess a valid CA driver’s license with a satisfactory record to be insured by our insurance company.

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. This position includes, but not limited to, regular use of hands and fingers to handle or feel; reach with hands and arms; talk or hear and taste or smell; frequently standing, walking and sitting; occasionally lift and/or move up to 25 pounds; vision abilities: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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. The majority of the work performed is in an office setting and the noise level is usually moderate. Occasional local travel. May be exposed zoonotic diseases.

EOE/M/F/D/V/SO