

Job Title: **Donor Relations and Donations Processing Coordinator, South America Mission (SAM)**

Overview: The Donor Relations and Donations Processing Coordinator will contribute to SAM's purposes by providing excellent customer service and mission-aligned engagement to donors, and by fostering stewardship through the accurate recording of donations, thorough input of donor and prospective donor contact information, timely acknowledgements to donors, and consistent internal communication of donation activity. South America Mission is a missionary sending organization focusing on church planting, evangelism and discipleship, leadership development and gospel-centered community development.

Individual Profile: The Donor Relations and Donations Processing Coordinator will want to make a difference through involvement in world missions. This individual must embrace the community, mission and vision of SAM. This position calls for a relational personality, an appreciation for donor interaction, ability to multi-task, a rigorous commitment to detail, and respect for stewardship.

Key Responsibilities

1. Review and record daily in CRM software (Raiser's Edge) all donations including but not limited to check, credit card, and ACH.
2. Ensure the timely processing and mailing of donation receipts and acknowledgments, and other donor communications as required. This requires management and use of mailroom equipment.
3. Develop and implement systems and practices of engagement with donors that ensure excellent experiences of interaction with SAM.
4. Provide excellent and timely customer service to donors who request information including recent and past donations and other donor records.
5. Relay information regarding individual donor activity to SAM's missionary team in South America.
6. Maintain accurate and up-to-date donor contact and biographical information in CRM software.
7. Import into CRM software donor prospect lists provided by SAM personnel.
8. Assist in donation reconciliation with the general ledger managed by the Finance Department.

Professional Requirements

1. Customer service and data entry experience required.
2. Relational personality with a warm, engaging phone "presence".
3. Proficiency or ability to quickly learn and use CRM Software (Raiser's Edge).
4. Proficiency in Microsoft Office, namely Word and Excel.
5. Excellent verbal and written communication skills.
6. Commitment to engaging and supporting an international team of Christian workers with a customer service attitude.
7. Understanding of and appreciation for the local church and global missions contexts.
8. Associate's degree or equivalent from two-year college or technical school.



Please email stephen.pappas@southamericamission.org with inquiries and for resume submission.