



DIOCESE OF COLORADO SPRINGS

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www.diocs.org

Human Resources

JOB DESCRIPTION

Job Title: Donor Services Coordinator **Number:** FO312

Reports To: Controller

Supervisory: Employees: No Unpaid Staff: No Volunteers: No Contract Workers: No Boards: No

General Purpose: To further the spiritual and religious mission of the Diocese by promoting diocesan goals in the area of Stewardship and Development through both professional and efficient business and technical support.

Essential Duties and Responsibilities:

Donor Database Management (Fundraising Software)

- Record, pledges/donations for *Returning God's Gifts (RGG)* and all other fundraising programs.
- Design, prepare, and distribute custom reports as needed, including customizing queries.
- Process monthly draft reminders from mailing and electronic reminders.
- Assist with information for mailings and reports in compliance with the United States Postal Services.
- Maintain NCOA on quarterly basis. Distribute NCOA updates to parishes and other associated agencies.
- Perform database administrator duties, as assigned.
- Prepare and produce year-end tax statements.
- Reconcile monthly donations between fundraising software and the General Ledger, including cash, checks, on-line contributions and SAGE stock donations received for the *Returning God's Gifts* appeal.
- Provide weekly *Returning God's Gifts* Appeal Parish Summary and Analysis Reports to Pastors/Parish Dirs.
- Provide logistical assistance towards the launching of *Returning God's Gifts* Appeal (i.e. list of donors for mass mailings, ordering materials, preparing postage requisitions, etc.)
- Prepare check requisitions for *Returning God's Gifts* related expenditures.
- Prepare parish rebate reports, as needed.
- Prepare analysis report of RGG Revenue vs. budget for Finance Officer and Stewardship and Development.

Demographics

- Develop and maintain demographic update protocol for parishes. Oversee entry of demographic updates.
- Assist parishes in setting up demographic update system that requires reports to Donor Services Coordinator on a monthly basis.
- Track incoming demographic reports and contact parishes for updates.

General

- Provide all aspects of support to include: Answer and respond to telephone inquiries; process incoming mail, prepare routine responses, where appropriate; prepare mailings.
- Track parishes' monthly offertory contributions and prepare report for Finance Officer and Stewardship and Development Director.
- Maintain confidential department filing system in a timely and orderly fashion.
- Maintain related materials and become familiar with the fundraising goals and philosophies of the Diocese.
- Order office supplies and maintain organized inventory.
- Rotate with other support staff to cover receptionist's breaks/lunch as needed and back-up during absences.

Minimum Requirements:

Education: High school or equivalent, or secretarial training in lieu of diploma. Assoc. degree with Communications, Accounting or Business emphasis preferred.

Experience: Three years business support, including experience in the fundraising arenas, public relations or marketing, and the handling of confidential information. Knowledge of MS Office products and computer databases preferred. Raisers Edge or other fundraising software knowledge desirable.

Or other background demonstrating application of the following knowledge, skills, and abilities:

Excellent written and verbal communications skills.

Demonstrate a positive attitude toward the Catholic Church.

Ability to enthusiastically articulate and promote the Diocesan goals and philosophies related to stewardship and development.

Strong computer skills and the ability to work with a computer database.

Demonstrated ability to relate pleasantly and professionally with diverse constituency groups of all ages and backgrounds.

Demonstrated ability to work in an organized fashion and maintain orderly records.

Ability to prioritize workload and be flexible as priorities change.

Ability to work independently and under pressure of deadlines and to take initiative.

Ability to handle confidential data with tact and diplomacy.

Ability to follow instructions, and coordinate details and follow-through with a high level of accuracy.

Ability to work cooperatively with supervisors and co-workers.

Ability to incorporate information creatively and professionally.

For more information and to apply:

Go to <http://www.diocs.org/Departments/Human-Resources/Job-Opportunities> to complete application (required). Scan and e-mail to hr@diocs.org, or drop off/mail to The Diocese of Colorado Springs, 228 N. Cascade Ave., Colorado Springs, CO 80903, attn.: HR.