



POSITION DESCRIPTION

Position: Gift Administration Manager

Program: Development and Community Relations
Reports to: Vice President & Chief Development Officer

Status: Exempt
Date Prepared: 03/2017

POSITION SUMMARY:

The Gift Administration Manager is an integral part of the Development Team and is responsible for managing the day to day activities of gift processing on the donor data system including field design, data input, periodic data review and generating reports that support key fundraising strategies, provide analysis of results, and identify key opportunities to engage individuals, corporations, and foundations in support of Volunteers of America Northern California & Northern Nevada (VOA-NCNN). This position is also responsible for acknowledging and substantiating donor gifts, and supporting the marketing and communications team in donor outreach. The position reports to the Vice President & Chief Development Officer and works closely with the Finance Team. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

1. Oversee the structure, management, and access to the donor data system.
2. Set protocols and structures for data entry to ensure the accurateness and completeness of donor records and gift records to ensure uniformity in the data system.
3. Create an internal oversight/audit process to ensure the quality and integrity of the data including modifications to donor records, duplicate records, deceased donors, and the process for documentation and correction of records.
4. Maintain portfolios for donor-facing gift officers on the Development Team, tracking contacts, results, and generating contact lists as needed.
5. Ensure gift records are entered promptly on receipt in accordance with standard accounting practices and IRS standards.
6. Generate key reports for analytics, metrics, and reporting for the Development Team, the three regions, the marketing campaigns, and other projects as designated.
7. Train and oversee the Gift Administration Associate.
8. Train development team on use of the donor data system on an ongoing basis.
9. Manage and coach donor-facing team members on regular input of contacts and calls.
10. Serve as the primary liaison to the national office direct mail team.
11. Prepare thank you letters for gifts of \$1,000 and more, new donors, and multi-year donors (5-year, 10-year, 15-year, 20-year) for the signature of the Vice President and Chief Development Officer; prepare thank you letters for the signature of other members of the team as determined.
12. Send new donor welcome packets.
13. Promptly send gift substantiation letters for gifts.
14. Other duties as assigned.

EQUIVALENT EDUCATION AND EXPERIENCE:

Must have a Bachelor's Degree; an advanced degree is preferred. Three to five years of experience in gift process and fundraising. Must have three to five years of experience in fundraising data management including but not limited to philanthropic databases to record, report, and acknowledge gifts; other data management experience a plus. Certified Fund Raising Professional Executive (CFRE) certification is preferred. Experience with human services nonprofits is preferred. The candidate must have a strong

desire to work for an organization dealing with issues unique to homelessness, substance abuse, and mental health.

SPECIFIC SKILLS REQUIRED:

Analytical and decision making ability
Intermediate knowledge of databases including reports
Excellent oral and written communications
Strong interpersonal skills
Ability to multi-task
Ability to meet goals and deadlines
Experience with Microsoft suite of products
Teamwork skills
Demonstrated leadership skills
Computer skills
Organizational skills

PHYSICAL REQUIREMENTS

Lift and move up to 30 pounds
Physically able to safely maneuver weight distribution for event set ups
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the main office in Sacramento. This person must be able to function both independently and in a team (volunteers) environment working towards attainment of operational goals.

SUPERVISION EXERCISED:

Plans, directs and coordinates work. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary actions.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires contact with the national office, the Development Team, and occasionally with donors who have questions or need additional information about their gifts. This position is responsible for maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

High level of responsibility. Errors in monetary donations for accounting purposes can have major impact.

NUMBER OF EMPLOYEES

1 – Gift Administration Associate

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____