

# THE SALVATION ARMY

## JOB DESCRIPTION

<b>Job Title:</b> Donor Data Specialist/ Grant Writer	<b>Employee:</b>	<b>Department:</b> Admin 101	<b>Location:</b>
<b>Job Function:</b> Fundraising & Donor Relations	<b>FLSA:</b> Non-Exempt		<b>Date:</b> 6/17/2021

### **POSITION SUMMARY:**

Monitors, tracks, reconciles donations and trains users in the day-to-day operations and maintenance of all implemented territorial donor databases; generates routine and special donor activity reports; assists in the development and implementation of best practices and processes for receiving check donations; ensures all donations are received, immediately deposited and are acknowledged; responds to donor questions and database errors appropriately.

Assists in the procuring of program funds for social services programs; researches funding sources and writes grant proposals to secure funds.

Cross-trains and provides assistance to other administrative staff during peak workloads and/or breaks in activity.

### **ESSENTIAL FUNCTIONS:**

**This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.**

Maintains an expert level of awareness of the Constituent Relationship Management software for offline and online fundraising; monitors and updates donor records as necessary; trains local users in group and individual settings.

Monitors, tracks and researches donation activity in established donor databases; ensures data transitions appropriately between each system and makes manual adjustments where necessary; ensures databases reconcile and finance records correspond to database activity.

Serves as a point of contact to donors who have questions regarding their donation; updates the donor management system as necessary; coordinates with the Finance Department to ensure proper disbursement of credit card donations; collaborates with counterparts to ensure accurate credit card charges and refunds occur.

Researches and recommends new and emerging trends for thanking donors; involves Advisory

Board Members in the process of providing opportunities for donors to have and/or maintain a deeper understanding of the local Salvation Army operation.

Generates donor activity reports and other special reports as requested by the supervisor, Commanding Officer or Development Director.

Assists in the review of donation reports; explains errors and corrections and provides recommendations for process changes.

Recommends policy and process improvements to ensure timely movement of check donation deposits; monitors check deposits for proper coding and advises the supervisor of delays.

Maintains the confidentiality of all donor data; exercises discretion and exudes a friendly and professional demeanor when speaking with donors; escalates disgruntled callers to the supervisor in effort to preserve relationships.

Prepares and distributes formal correspondence to grant makers including letters of inquiry, formal grant proposals, cover letters, thank you letters, and progress and program evaluation reports.

Research prospective funding sources; evaluates and prioritizes funding prospects.

Strategize and makes grants acquisition recommendations.

Tracks, records, and reports on grants acquisition progress.

Updates and maintains files on funders (grant makers), proposals submitted, and potential grant makers.

Communicates, by phone, e-mail, fax and surface mail, with funding sources.

Coordinates proposal/funding strategy with Program Directors and personnel.

#### **OTHER RESPONSIBILITIES:**

Cross trains, provides back-up support, and assists other department personnel in performing receptionist, clerical and secretarial activities.

Performs various clerical and secretarial support work associated with special projects, seasonal events, and conference, committee, and Advisory Board meetings.

Attends pre-submission grant maker orientation seminars.

Performs other related work as required.

#### **MATERIALS AND EQUIPMENT USED:**

General Office Equipment

Personal computer/peripherals

**MINIMUM QUALIFICATIONS REQUIRED:**

**EDUCATION AND EXPERIENCE:**

Two year degree from an accredited technical or vocational school,

and

three years progressively responsible experience operating/maintaining a donor management system or experience in a related field, and preparing business documents

or

any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

**LICENSES AND CERTIFICATIONS:**

Valid Driver's License

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of The Salvation Army missions and philosophy

Knowledge of the operations and maintenance of donor databases.

Knowledge of practices and procedures of basic accounting and/or bookkeeping.

Knowledge of general office practices and procedures.

Knowledge of grants acquisition, research techniques, and sources.

Knowledge of formal proposal procedures and language.

Knowledge of corporate and foundation grantmaking policies and restrictions.

Knowledge of the English language including proper grammar and punctuation.

Ability to prepare accurate and persuasive grant proposals in order to maximize potential for receiving grant funds.

Ability to research, locate, evaluate, and prioritize funding sources.

Ability to maintain organized grant files and records.

Ability to maintain awareness of available funding sources.

Ability to maintain accurate and up-to-date donor records.

Ability to utilize the Internet and other databases for purposes of research and generating data.

Ability to work independently with minimal supervision.

Ability to communicate clearly and effectively both orally and in writing.

Ability to respond to and assist donors in a courteous and tactful manner.

Ability to maintain an efficient and organized filing system to ensure that items can be retrieved in a timely manner.

Ability to follow instructions, plan and organize work, and work under limited supervision.

Ability to project a positive and professional image of The Salvation Army and interact with a diverse group of constituents and staff.

**MENTAL AND PHYSICAL ABILITIES:**

Ability to meet attendance requirements.

Ability to read, write, and communicate the English language.

Ability to type and keypunch information into a computer.

Ability to sort and file documents alphabetically, numerically, and categorically.

Ability to operate various general office equipment including a telephone, typewriter, computer, copier/scanner/fax/printer and adding machine.

Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering phones.

**Physical Requirements:**

Duties are usually performed seated. Sitting may be relieved by brief or occasional periods of standing or walking.

Limited amount of physical effort required associated with walking, standing, lifting, and carrying light objects (less than 25lbs.) 5-10% of time.

**WORKING CONDITIONS:**

Work in a normal office environment where there are little or no physical discomforts associated with changes in weather such as rain, cold, snow, heat or discomforts associated with noise, dust, dirt, and the like.

**All employees recognize that The Salvation Army is a church and agree that they will do nothing as an employee of The Salvation Army to undermine its religious mission.**

**STATEMENT OF PURPOSE:**

*The purpose of a **job description** is to outline the essential functions unique to a particular job within a specific department. Job descriptions are used to recruit, train, and evaluate employees.*

*Your signature below indicates that you have read and understand the job description and agree to perform the duties as assigned.*

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Employee Signature

Date