

# Gift Services Coordinator II

<b>FLSA</b>	Non-Exempt
<b>Employment</b>	40 hours/Full-Time
<b>Manages</b>	N/A
<b>Reports To</b>	Gift Services Manager

## Job Summary

This Coordinator II role is a part of the Reliant Gift Services team and is responsible for serving Reliant donors and missionaries by processing all incoming donations. This role is a full-time hybrid mix of working remotely and within our Central Florida Office in the Lake Nona area of Orlando, FL. In-office work includes regularly scheduled bi-weekly processing duties as well as end-of-month and occasional holiday responsibilities. This individual will generate and mail donation receipts and reminders to all check donors. Additionally, the Gift Services Coordinator II processes automatic withdrawal gift batches multiple times per month, along with the associated administrative tasks and communication to donors and internal teams within Reliant.

The ideal candidate for this role possesses the ability to process a large amount of detailed data with a high level of accuracy. The position also requires a skilled ability to use technology databases and physical gift processing equipment (i.e. copier, postage meter, folding & inserting machine, etc.). Our Gift Services team members collaborate with all Reliant Central teams to ensure excellence in customer service to our rapidly increasing constituencies of missionaries and donors.

## Responsibilities & Duties

The responsibilities of this position include but are not limited to:

### Physical Donation Processing

- Opening and coding incoming donations
- Entering gift batches in the CRM donor database
- Generating and mailing receipts to check donors
- Processing the Address Changes in the CRM donor database

### Coordinate Automatic Withdrawal Gift Batches

- Setting up new donors on Automatic withdrawal
- Creating & processing the automatic withdrawal gift batches
- Donor communication and processing of changes to donor giving

### Misc. Responsibilities

- Ownership and communication of daily processes in collaboration with team members
- Assist Gift Services Administrator in relocating Gift Services files and/or inventory
- Manage the pre-paid postage machine

- Manage and standardize donor records

### **Secondary Responsibilities**

- Answering donor phone calls and emails
- Check storage and shredding duties
- Coding, processing, and entering Counseling & Event Revenue
- Special projects as assigned by the GS Administrator or GS Manager

## **Knowledge, Skills & Abilities**

- High-attention to details
- Data Entry
- Multitasking
- Quality Assurance
- Resourcefulness
- Flexibility
- Organization
- Communication
- Time Management
- Troubleshooting
- Technology

## **Reporting Relationships**

- Indirect report to the Director of Finance Teams
- Direct report to Gift Services Manager
- Works collaboratively with other Gift Services team members

### **All Reliant Central Employees must**

1. Have a profession of faith in Jesus Christ.
2. Affirm Reliant's Statement of Faith, Core Values, and Central Leadership Principles.
3. Agree with Reliant's Code of Conduct.

### **Disclaimer**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this job. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.