

Gift Services Donor Liaison - Job Description

FLSA	Non-Exempt
Employment	Full-Time (40 Hours)
Reports To	Gift Services Administrator - Tatiana Cortes

Job Summary

Reliant is looking for a passionate individual who is motivated by caring for people well to join our Central Operations Team serving at the Reliant headquarters located in the Lake Nona area of Orlando, Florida. This role will be responsible for ensuring that Reliant maintains a strong personal relationship with all donors who call or write in with questions and challenges. This position will be a part of our Gift Services team and function as the primary point of contact for a major constituent group who Reliant serves - our donors. The ideal candidate would be a Christian who has experience in customer service. Is both attentive to detail and can work through processes sufficiently, but can also troubleshoot to serve individuals who may not understand every detail of the process behind the scenes. Strong written and verbal communications, mature interpersonal skills, and ability to prioritize tasks are expected. This role will be required to be well versed in various types of customer service support (phone, email, chat, etc), and will be crossed trained on many of the processes that the Gift Services team handles day-to-day.

It is important to note that Reliant Central is a hardworking, productive environment of about 40 people serving around 600 support-based missionaries around the world, and thousands of individual donors. We prioritize people and relationships in an effort to serve our missionaries, partners, and donors in the most effective ways possible. Over the recent few years Reliant has scaled significantly in the amount of missionaries, and therefore donors, we are serving, leading to a larger number of gifts that the team is processing. While we are an industry leader in online giving, the high volume of all processing requires detailed precision and regular in-depth communication with the various individuals who give. We're excited to be in a season of growth and are looking forward to becoming even more streamlined and efficient in our efforts to care well for all those we serve.

Responsibilities & Duties

Customer Service

1. Responding to all incoming communication from Donors

- Primary communication (phones) and first point of contact for donors
- Cultivating and maintaining personal communications and relationships with donors as they call in with needs/questions
- Utilize Microsoft TEAMS to ensure incoming calls and messages are handled in a timely fashion
- Following up with voicemails and e-mails as received through the mailboxes
- Will respond to all e-mails, phone calls, and voicemails, especially those generated by communications from the Gift Services team
- Monitor LLP, Gift Services, GCM Admin and Reliant Info mailboxes *as needed*

2. Regularly Reaching out to Donors and Missionaries regarding Giving

- Contacting donors about declines on credit card gifts
- Regular reminders to donors about expiring credit cards
- Setting up new donors into the LifeLink system and sending Welcome Letters
- Communicating with missionaries each month about declined donor credit cards
- Contacting donors and missionaries about bank returns
- Letters to donors and missionaries as needed

3. Maintenance of all Donor Information

- Changes to recurring gifts as needed - requests that come in, bank returns, etc.
- Changes to payment information in response to regular emails or calls
- Work through various data clean up queries in CRM
- Weekly evaluation of the Monthly watch list for connecting recurring gifts
- Maintenance of all Donor addresses and contact information, specifically for regular mailings

Cross-Trained Data Entry & Processing Duties

(to be done as back-up for other Gift Services team members)

1. Mail Processing & Data Entry

- Understanding proper daily processing for incoming gifts - receiving mail, coding, inputting, and documentation
- Fill in, as needed, for regular daily processing of incoming mail (gifts)
- Entering bounce-backs from batches

2. LifeLink Processing

- Processing either LifeLink batch as it relates to incoming gifts (currently on the 5th and 20th of each month)
 - Running the bounce back credit card updater task
 - Creating batches for bank and credit card processes
 - Making appropriate changes to recurring gifts - correcting NTD and CC expiration dates
- Preparing and creating end-of-month make up credit card batch

Miscellaneous Responsibilities

- Various tasks in relation to ongoing Gift Services team workload
- Other collaborative tasks - as determined by the GS Administrator or other Donor Liaison
- Working with Accounting Team to reconcile counseling logs and deposits

Knowledge, Skills & Abilities

- Customer Service experience
- Skilled in managing escalating phone calls
- Excellent communication skills - verbal and written
- Ability to multitask and stay focused with regular call interruptions
- Competent in research and troubleshooting
- Detail-oriented

Reporting Relationships

- Reports directly to the Gift Services Administrator
- Works collaboratively with Gift Services Donor Liaison Remote, Gift Services Coordinator, and Gift Services Assistant
- Interacts with all Reliant office departments and individual staff
- Interacts with Reliant donors and missionaries

All Reliant Office Employees must:

1. Have profession of faith in Jesus Christ
2. Affirm Reliant's Statement of Faith (<https://solomon.reliant.org/display/AboutUs/Statement+of+Faith>) and Reliant's Core Values (</pages/createpage.action?spaceKey=building&title=Core+Values>)

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.