

Gift Services Manager Job Description

FLSA	Non-Exempt
Employment	40 hours
Manages	Gift Services Team <ul style="list-style-type: none"> • Gift Services Administrator • Gift Services Coordinators (2) • Part-time Donor Liaison • Full-time Donor Liaison
Reports To	Director of Finance Teams

Job Summary

Reliant is looking for a passionate and talented individual to manage our Gift Services functions in our Central Office in the Lake Nona area of Orlando, FL. This managerial role oversees all aspects of the departmental functions of Gift Services at Reliant and oversees the personnel within the team. This role ensures Reliant maintains a solid and healthy relationship with all donors and manages all incoming gifts and processing through Reliant's systems. The position serves as an integral member of the Operations Leadership team within Reliant and oversees interdepartmental communication on gift and donor projects and initiatives for our growing organization.

We are excited for an individual to fill this role who has a heart for people, wants to serve Reliant's rapidly growing donor base, and has a passion for intricate process management of Reliant's regular gift processing. We believe the ideal candidate will understand strategic servant leadership for a growing organization and find fulfillment in seeing the processes run with excellence and the team empowered to serve donors in increasingly efficient and helpful ways. It is important to note that the Reliant office is a hard-working, productive environment that prioritizes people and relationships to serve our missionaries, donors, and partners in the most effective ways possible. We're excited to be in a season of growth and look forward to becoming even more efficient and organized in our donor and gift services.

Responsibilities & Duties

1. Management of Reliant's Gift Services Team

- Provide vision and oversight for gift processing and donor relations at Reliant
- Plan and oversee all future growth and development of processes, people, and strategy for the team
- Manage all roles within the Gift Services team - including leadership and role development, supervision, organization, and day-to-day operations
 - This includes but is not limited to PTO, time cards, scheduling, performance evaluations, setting team & individual goals, etc.
- Serving as a backup in daily processes as needed to cover PTO, holiday mail, etc.

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- Manage Gift Services development across various Central Teams through regular collaboration with other Central team leaders (i.e. Operations Leadership)

2. Oversight of Donor Relations and Communication

Donor Relationship Management

- Build and maintain a strong sense of "customer" care for all Reliant donors
- Maintain agility and flexibility for the team to serve donors in new and unique ways
- Manage schedules, timelines, and responsibilities of team to ensure regular availability for phones and emails from donors
- Provide backup and training for troubleshooting all questions and concerns from donors - through online giving & physical gifts
- Regularly plan and strategize for new ways of meetings donor needs

Communications

- Understand all Reliant communications tools for serving donors well
- Manage Gift Services needs within Microsoft Teams and other internal Reliant tools
 - Including internal Teams and Channels and external Phones function
- Work regularly with the Central Communications Administrator to ensure top-notch communication to all Reliant's donors - print, electronic, phone, etc.

3. Oversight of Gift Processing

Donation Processing

- Build and maintain systems and processes that support and prioritize our growing donor base as they give to Reliant
- Oversight of all donation processing, batch entry, receipting, and reminders
- Manage all internal processes for mail, coding, documentation, revenue, deposits, etc.
- Cross-checks and day-to-day assistance to Gift Services team members
- Maintain all processing tools - remote deposit service (RDS), printers, scanners, credit card machines, etc.
- Keep up all best practices for physical gift storage and shredding, including unique gifts
- Management of all regular donor receipting and year-end gift statements
- Oversight of unique monthly processes - i.e. Gift Services Import, LifeLink (automated giving) batches, etc.
- Maintain accurate electronic records and internal reporting for all processes and gifts - for annual Audit, Annual Ministry Report, etc.

Donor Data

- Oversight of all Donor information & records within Reliant's tools and databases - Blackbaud CRM
- Manage all internal processes for data entry and maintenance of donor records and information
- Manage all internal processes for setup and closing of giving accounts for missionaries

Misc Gift Processing Duties

- Manage Reliant's relationship with local vendors - US Post Office, storage facility, etc.

- Oversight of donor communications related to giving
- Maintain and manage all physical inventory and orders for Gift Services needs (paper, envelopes, etc.)
- Manage and upkeep all mailroom and postage machine functions

4. Cross-Team Collaboration & Other Leadership Duties

- Attend regular Operations Leadership meetings and collaborative project meetings
- Attend regular Process Team meetings
- Work with other Central team leaders to understand missionary and partner needs as they relate to giving and the processes within Gift Services
- Regularly analyze how Gift Services processes interact with other teams and build new solutions for working together better
- Complete special projects as assigned
- Attend regular staff/team meetings and functions
- Regularly exhibit and promote Reliant's Central Leadership Principles

Knowledge, Skills & Abilities

- Servant leadership and strategic management
- Customer service oriented mindset for serving a large-scale donor base
- Flexibility and agility to create new solutions in a growing environment
- High attention to details and accountability in intricate processes
- Excellent written and verbal communication

Reporting Relationships

- Reports directly to the Director of Finance Teams
- Works collaboratively with Central Operations, Communications Administrator, and all other Central Team leaders
- Is a collaborative member of the Central Operations Leadership team
- Oversees all 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.