



Job Description Gift Operations Specialist

Reporting to: Chief Administrative Officer
Supporting: UPAF Staff
Primary Working Relationship: Operations Team, Finance Team
Date: November 2024

Position Purpose: The Gift Operations Specialist is a *full-time position* responsible for donor data maintenance, gift entry, credit card processing and management and customer service of both internal and external constituents. Attention to detail, the ability to multi-task, excellent oral and written communication skills and a strong sense of customer service are critical for this position.

Responsibilities:

1. Maintain donor and gift data from a variety of electronic and paper sources. Update and correct donor information as necessary.
2. Process donor credit cards and follow up on failed recurring credit card payments.
3. Act as primary point of contact for telefunding vendor for data processing and troubleshooting.
4. Balance posted transactions daily and work with Finance Directors to reconcile on a monthly basis.
5. Support the annual audit.
6. Respond to donor questions regarding gifts and payments, and research staff questions about donor giving history.
7. Process and manage monthly pledge invoicing.
8. Work with workplace giving payroll contacts to confirm annual payroll amounts and arrange for timely collection.
9. Other duties as requested.

Qualifications:

A minimum of one year of experience in an office environment. Candidate must be customer service focused, friendly, organized and flexible. Willingness and ability to quickly learn and manage a variety of tasks.

- Proficient with Excel.
- Excellent organizational skills, attention to detail, and strong problem-solving.
- Ability and willingness to learn and adapt to a changing environment.
- Good communication skills and able to work well in a team environment.
- Adherence to confidentiality standards.

Education: Associates degree or equivalent experience preferred.

Salary Range

\$40,000-\$42,000 with full benefits inclusive of health / dental / vision insurance, life and long-term disability insurance, savings retirement plan and generous paid time off. Hybrid work environment, with three days in office and two days working at home.