



Topeka Rescue Mission Ministry Position Description

Position Title: Donor Relations and Data Management Specialist
Location: Children's Palace, 601 NW Harrison
Reports to: Director of Strategic Development
Date: April 2023

SUMMARY OF RESPONSIBILITIES:

This full-time ministry position is responsible for managing donor relations and documenting and maintaining the integrity of donor data. In collaboration with the director of strategic development, this position is responsible for ensuring TRM is doing what's needed to support and engage current and future donors. This position requires outstanding customer service skills and excellent attention to detail. Along with all other ministry positions, there is an expectation of sharing the love of Jesus Christ with the guests and visitors of the Topeka Rescue Mission.

Duties/Responsibilities:

Donor Relations:

- Utilize and maintain donor CRM (Virtuous), maintain accurate and detailed donor records, master and manage software (complete ongoing training) to meet internal and external requirements to ensure data integrity, including interfacing with finance team
- Listen to, and assess donor needs and interests; find alignment with, and develop strategies that could meet those needs within TRM's mission and funding goals
- Engage in the management of donors by ensuring the Executive Director and board members are involved in donor relations activities
- Uphold TRM values through enthusiastic and positive interactions with donors
- Provide accountability to donors on the use of their funds as well as their measured impact through reporting processes
- Ensure that donors and guests are treated with privacy, respect, and dignity at all times
- Maintains donor relations by ensuring accurate and timely recording, receipting, depositing, and acknowledgment of gifts
- Stay up to date with industry standards for Non-Profit CRM (Virtuous) management and support.

Data Management:

- Develop and maintain documented processes and procedures for CRM (Virtuous) related duties as needed, and as requested by Director of Strategic Development
- Be pro-active in development and process of efficiency, automation, processes, data cleaning and all aspects of data and CRM optimization to ensure data integrity

- Respond to requests and take appropriate action in a timely manner; Providing timely, courteous, and efficient service to all stakeholders, both internal and external
- Reconcile monthly and annually with the accounting department
- Analyze data and prepare associated financial reporting and projections
- Data Entry into Virtuous CRM
- Locate and correct data entry errors and report them to the Director
- Run reports quickly (data mines) upon request to ensure our Development and Marketing staff have accurate and timely reports when necessary
- Prepare and send out donor statements
- Answering and returning phone calls in a professional manner
- Compile, sort, and verify the accuracy of data before it is entered
- Provide administrative support to the Director of Strategic Development
- Communicate and collaborate with social media as it relates donor relations, giving, volunteerism, etc.
- Assist with planning, organizing, and facilitating and supporting organizational events
- Assist with daily deposit operations
- Perform other duties as assigned

Skills, Knowledge, and Abilities:

- Proficiency in data extraction and management
- Strategic thinking and financial modeling skills
- Familiarity with Accounting Principles
- Exceptional Microsoft Excel & Microsoft Office capabilities
- Statistical, data, and trend analysis and report preparation
- Exceptional attention to detail and accuracy
- Strong organizational skills
- Excellent Verbal & written, and interpersonal communication
- Ability to multitask
- Strong time management
- High level of integrity
- Self-starter with the ability to take on tasks and duties without immediate direction
- Ability to problem solve
- Maintain confidentiality of sensitive information
- Proactive in anticipating and taking action on department needs
- Comfortable seeking information and asking for help when needed
- Previous experience with Virtuous CRM is a plus

Education Requirements:

- High School or GED required.
- Associate degree in business, finance, social services, or other applicable fields preferred.
- 2+ years of office administration/data entry experience, non-profit knowledge preferred

Working Conditions:

- Must be able to work at a desk on a computer for extended periods of time
- Must be able to lift up to 30 pounds
- Must be able to comfortably walk, bend, stand and lift hands and arms above head