



DONOR SERVICES ASSOCIATE (40HPW)

About Christian Aid Mission

Christian Aid Mission assists indigenous ministries reaching their own people with the gospel of Christ in areas where there are no churches and no believers. Often these areas are places of poverty or persecution and where foreign missionaries are not allowed. We work with hundreds of indigenous ministries in eight regions of the world that share the gospel of Christ with more than 2,000 ethnic groups.

The Donor Services Associate will receive and process incoming donations into the data system. Review donor's gift information, gift designation, and ensure data is recorded and coded properly. The Donor Services Associate reports to the Donor Services Manager and is a member of Donor Services Team.

Essential Responsibilities

- Data Entry of Donations (60%)
- Donor Calls (30%)
- Mail Opening and Other miscellaneous duties (10%)

Knowledge/Skills/Abilities:

- Detail oriented - Ability to follow instructions and prioritize.
- Excellent customer service skills, including written, verbal, and interpersonal skills.
- Ability to work effectively as a team member.
- A genuine concern and care for the donor as they serve and grow with the mission.
- Experience with Customer Relationship Management (CRM) system
- Strong commitment to organizational mission.

Level of Experience: 1 – 3 years in data entry or customer service

Level of Education: A.A./A.S. degree or equivalent vocational/technical training, or equivalent work experience.

Software expertise: Intermediate proficiency in Microsoft Office Suite and internet a must. Experience with Studio Enterprise and Bluefin software a plus.

Religious Employment: We are a religious employer, and we reserve the right to discriminate based upon religion pursuant to section 702 of the Civil Rights Act of 1964.

No phone calls or unscheduled visits to the office please.

Please submit a cover letter and resume to jobs@christianaid.org.