

## Donor Services Support Roles (Associate, Specialist, Coordinator)

### Advancement's Development Team

#### Position Description

Supervised by: Donor Services Manager  
Status: Part Time Non-Exempt  
Location: InterVarsity's National Service Center (NSC) - Madison, WI

**To advance the purpose of InterVarsity**, this position contributes to a culture that represents InterVarsity's ministry to donors through excellent daily relational interactions and service, timely donor service, extending-development invitations to donors to have a deeper relational and/or financial partnership with InterVarsity, daily receipting, thanking and providing stewardship reporting to donors and welcoming new donors to InterVarsity's ministry.

#### MAJOR RESPONSIBILITIES

##### Personal:

- Be a maturing disciple of Jesus Christ: growing in love for God, God's Word, God's people of every ethnicity and culture, and God's purposes in the world
- Be a lifelong learner who prizes the discipleship of the mind; particularly staying current on issues of program management, process improvement, and ministry business practices within ministry
- Participate in the spiritual life of the NSC, such as Commons, prayer meetings, and community events

##### Responsibilities:

- Contribute to the day to day success of the Donor Services Team with excellence, creating a healthy spiritual team that loves one another, ministry partners, and donors
- Represent the InterVarsity brand and experience to all ministry partners and donors
- Respond promptly to ministry partners' and staff inquiries in a courteous and timely manner
- Partner with Financial Services Team in processing and receipting all donations within established time standards
- Provide excellent service via phone calls, emails, online chats, text, and paper correspondence with ministry partners
- Conduct internal research to respond to donor questions via established protocols
- Process online donations and related communications which includes updates, changes, stops, enhancements, managing the online chat function, emails, texts, and phone calls
- Responding to and communicating to various donors needs relating to special gifts, corporate matching gifts, memorials, final gifts, anonymous gifts, foundation gifts, IRA gifts, Steer Inc, incomplete donations, etc.
- Follow communication scripts and processes to provide care for ministry partners and follow protocols to escalate them for additional help and service
- Partner daily with Financial Services Team in the processing and receipting of donations, both paper and electronically, inhouse and through the mail house
- Provide a welcome kit to all new donors
- Process InterVarsity's daily and fiscal year-end paper and electronic receipting
- Proactively suggest ways to improve efficiencies and develop new enhancements in Salesforce, Workday, and online donate site
- Become active learners in new processes to establish new types of giving or methods in partnership w/ Financial Services
- Track, code, and log donor correspondence in Salesforce
- Complete and manage assigned projects via Service Cloud ticketing system
- Participate in the annual reorganization/restructuring of field ministry accounts at the start of each new fiscal year
- Contribute to reports related to all aspects of the Donor Services Team leading to better decisions and improved processes
- Learn and fully engage in the asking, stewardship thanking, and reporting to ministry partners

- Follow best practices, procedures, and international, federal, and state laws related to donations, data privacy and record keeping
- Ensure accurate maintenance of donor names and contact information within Salesforce
- Participate in database cleanliness by keeping completed partner records, contact information, helping in the management and merges of records and other database maintenance projects as assigned
- As needed, respond to tier 2 level customer service tickets as it relates to InterVarsity staff
- Be available for ministry partners to reach someone during established and normal business hours via a phone, email, chat, or text
- As needed, provide back up and become cross-trained in gift processing procedures
- Manage occasional expenses
- Establish GAU as needed within Salesforce and partner with Financial Services Team to set up equivalent expense/cost centers accounts in Workday along with ensuring staff portal access
- Other duties as assigned

#### **Develop a funding base:**

- Develop and communicate with a list of potential financial and prayer ministry partners on a regular basis
- Raise an agreed upon amount of financial support, minimum of 10%

#### **Knowledge/Skills/Abilities**

- Strong customer service, conflict resolution, analytical and problem-solving skills
- Ability to maintain confidentiality, particularly with financial matters
- Exceptionally effective written and oral communication skills
- Ability to handle multiple priorities, manage time effectively, and go the extra mile to engage donors
- Patient, empathetic, and demonstrates strong emotional Intelligence and relationship-building skills
- Able to work in and see how details weave together within the big picture
- Ability to work under the pressure of deadlines
- Ability to learn new concepts, methods and skills easily
- Ability and willingness to travel occasionally for InterVarsity events and conferences as required
- Ability to wisely steward and organize time, money, systems, and materials within the scope of the job

#### **Donor Services Support Role Progression:**

##### **Donor Services Associate:**

This is an entry-level/developing Donor Services Administrator. This person has entry level experience and skills related to the position and may still be learning and understanding the commitments and responsibilities of the role. 0 - 4 years of experience or other equivalent work experience is preferred.

##### **Donor Services Specialist:**

This is a developed Donor Services Associate. This person is knowledgeable, experienced, and fully understands the commitments and responsibilities of the position. They will demonstrate their skill and experience actively throughout their role and time. As they mature into the role, they will have wider responsibilities within the Donor Services team. 4+ years of service and/or experience is preferred.

##### **Senior Donor Services Coordinator:**

This senior level position shows maturity in all areas of ministry and Donor Services abilities. They are experienced in all areas of Donor Services and help train and lead other team members; they have ongoing responsibilities for the Donor Services Team and actively influence the rest of the Donor Services team and partner with the Donor Services Manager. Often this will involve additional education, certificates, or degrees and generally 5+ years of service and/or experience.

#### **QUALIFICATIONS**

- Annually affirm InterVarsity's Statement of Faith
- Two or four-year degree preferred or equivalent related working experience
- 2-5 years of customer service or call center experience preferred
- 2-5 years or more years of experience with Salesforce or other CRM preferred

- Prior development/fund raising experience preferred
- Prior gift processing and/or receipting experience preferred
- Prior college/campus ministry or InterVarsity experience preferred
- A working knowledge of current Microsoft Software applications (Outlook, Word, Excel, Access and PowerPoint)
- Ability to physically handle mail – lifting 35 pounds, ability to sit and/or stand for extended periods of time, and use a variety of technology tools to accomplish the job
- Ability and willingness to travel occasionally for InterVarsity events and conferences as required

## InterVarsity Christian Fellowship/USA

### Frame of Reference

All staff members subscribe annually to the Purpose Statement of InterVarsity:

In response to God's love, grace and truth:  
The purpose of InterVarsity Christian Fellowship/USA is  
to establish and advance at colleges and universities  
witnessing communities of students and faculty  
who follow Jesus as Savior and Lord:  
growing in love for God,  
God's Word,  
God's people of every ethnicity and culture  
and God's purposes in the world.

This purpose is admittedly more limited than the Great Commission. As a mission extension of the local church, we have adopted boundaries on our activities based on our call to serve a defined group of God's people. Within the context of InterVarsity's purpose, all of the relationships and tasks that staff members engage in as part of their work for InterVarsity have both eternal and temporal components.

### Values:

InterVarsity is committed to developing men and women from diverse cultures, backgrounds, and generations, whom God calls to work with us for both shorter and longer periods of service, as we pursue the call of God in the university world.

### Maturing Disciple of Jesus Christ:

Every InterVarsity staff member is to be a maturing disciple of the Lord Jesus Christ, growing in obedience to the Scriptures. The marks of a long-term love relationship with Christ in the fullness of His Spirit are described in Galatians 5:22: "The fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control." In the workplace, this fruit is revealed in healthy working relationships which encourage all staff to accomplish their work and enhance their focus on the spiritual aspects of their work.

### Teamwork:

Each individual staff person is a vital member of Christ's body. This means that we will work with one another in ways that honor and encourage all to grow in Christ while accomplishing His work. Our community requires that each individual serve as a team member in a collegial and open environment based on values, relationships, and vision as well as structure and position.

InterVarsity staff, both employees and volunteers, commit to serve God and all InterVarsity colleagues, students, and partners, with sensitivity to both the eternal and temporal dimensions of our work. "Whatever your task, work heartily, as serving the Lord." (Colossians 3:23a)