

## **Treasure Coast Hospice**

### **Gift Processor**

Regular Full-Time

Stuart, FL, US

**Salary Range:** \$18.00 To \$22.00 Hourly

The Gift Processor (Donations Specialist) processes and acknowledges all gifts and pledges in the Foundation Donor Relations Database and assists with database maintenance. This includes daily communication with the finance department to ensure accurate transmittal of gifts and pledges. This team member also interacts with families, donors, prospects and businesses on a regular basis. The Foundation team will rely on this position for administrative tasks including, but not limited to, responding to general donor inquiries, maintaining and organizing electronic and paper donor files.

### **Qualifications**

- Bachelor's degree in an appropriate specialization preferred, or a high school diploma and two to three years of experience working in a CRM or Information Technology. Appropriate college coursework or vocational training may substitute at an equivalent rate for the preferred experience.
- Experience with a high degree of proficiency working with Microsoft Office Suite especially Excel, Word and Outlook.
- Demonstrated proficiency with Donor Relations Management Tools.
- Ability to learn complex data entry codes and procedures quickly.
- Highly organized and detail oriented with exceptional accuracy regarding data entry, proof reading and analysis.
- Excellent interpersonal, organizational and problem-solving skills are expected, including the ability to communicate effectively orally and in writing.
- Ability to keep private information confidential.
- Demonstrated ability to prioritize work and to perform multiple tasks simultaneously while adhering to deadlines.
- Ability to take responsibility; work well as a team member and to work independently without supervision within the scope of normal duties.
- Attendance is a condition of employment.

### **Gift Processor Expectations**

- Success will be measured on accuracy of data entry, working knowledge of the Foundation's donor database, ability to communicate effectively with stakeholders, and ability to problem solve both independently and as a member of the Foundation team.
- Successfully complete any educational requirements for the Foundation's CRM or Donor Database within the 1st year of employment.
- Provide program development strategies for Treasure Coast Hospice, in an organized, routine capacity that will enable the cohesion of team developments. Work collaboratively with other departments, demonstrate and encourage leadership for a comprehensive approach to program development. Inspire

staff to live the Treasure Health's Mission, to achieve its Vision, and demonstrate our Values and Commitment. Be current in legal and compliance hospice issues.

### **Key Result Areas**

- Accurately process the daily receipt of gift checks, valuing and entering stock gifts, online gifts, monthly gifts and new pledges into the Foundation's CRM or Donor Database. Download gifts from Online Software/Merchant Services company online donor database for entry/import into the Foundation's CRM or Donor Database.
- Produce gift and pledge acknowledgments with accuracy and within 48-72 hours of receipt of gift in compliance with IRS rules for charitable tax receipts. Verify and research payments against pledges for proper allocation. Obtain and maintain proper backup for all gifts and pledges. Produce donor acknowledgements and quarterly pledge reminders with accuracy.
- Conduct daily/weekly/monthly audits of data entry of gifts and pledges for accuracy in gift allocation, following donor instructions and checking data entry accuracy. Review and analyze data problems, reconcile transactions and audit completed work.
- Serve as a liaison with the fiancé department for gift and pledge information. Produce scheduled and ad-hoc reports on daily/weekly/monthly basis to report and reconcile revenue with the finance department and report on gifts to the foundation staff.
- Accurately update and maintain donor/constituent contact and biographical information in the Foundation's CRM or Donor Database. Research donors for new contact information and update records with key information. Ensure that donor/prospect electronic and paper files are maintained in an accurate and timely fashion.
- Contributes to team effort by assisting with all donor calls and walk-ins, including assistance with brick orders and other naming opportunities.
- Respond to and resolve donor and staff inquiries and requests from staff and donors in a timely manner.
- Maintain a high level of urgency, customer consciousness, confidentiality and service excellence.
- Participate as an active supporter of the Treasure Coast Hospice compliance program, including an emphasis to report, as well as complying with all Federal, State and Local laws as well as the organization's compliance program.
- Fulfill all responsibilities related to the success of the strategic plan of the organization, as requested and assigned.

### **OSHA Category**

Position will be categorized as category III (involves no routine or potential exposure to blood, body fluids/tissues).

### **Working Conditions**

- Typing or otherwise working primarily with fingers rather than with the whole hand as in handling.
- Sedentary – Exerting up to 10-20 pounds of force occasionally including light to moderate lifting is required to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria met.

- The work is required to have close visual acuity such as/preparing and analyzing data and figures; transcribing, viewing a computer terminal; extensive reading.

### **Additional Information**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
  - Incumbent may be required to perform emergency duty before, during and/or beyond normal work hours or days in the event of an emergency, crisis situation or disaster (man-made or natural) including evacuation sites. The person in the position will work in a smoke-free location, and is expected to adhere to all smoking restrictions
- EEO/Drug Free Workplace

<https://treasurehealth.org/175/Careers>

Apply:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=a2744ee1-31d2-4121-aabe-e53d14e5b4bc&ccId=19000101\\_000001&jobId=627496&lang=en\\_US](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=a2744ee1-31d2-4121-aabe-e53d14e5b4bc&ccId=19000101_000001&jobId=627496&lang=en_US)