Aga Khan Foundation USA

Donation Services Officer

LOCATION: WASHINGTON, DC

ABOUT AGA KHAN FOUNDATION (AKF) USA
Established in 1981, AKF USA is a private, non-denominational, non-profit international development organization committed to breaking the cycle of poverty across Africa and Asia. As a member of the Aga Khan Development Network (www.akdn.org), one of the world’s largest development organizations, AKF works to empower communities and individuals, often in disadvantaged circumstances, to improve their quality of life, especially in Africa and Asia.

POSITION SUMMARY
AKF USA is seeking to hire a Donor Services Officer to add to its Development Services team. The Donor Services Officer will enter and manage donor contributions within our database/CRM. The Officer will be customer service focused and respond to donor inquiries in a timely fashion. The incumbent will complete month end processing, to include reconciliations, generating bi-weekly and monthly financial reports for both AKF and various AKDN subsidiaries. The Officer will ensure receipt of matching gift contributions and soft-credit applications. They will also manage monthly EFTs, and assist in developing training materials for field volunteers. Some travel is required for events. Evening/weekend work may be required occasionally. This position is full-time/exempt.

PRIMARY DUTIES AND RESPONSIBILITIES

- Enter and maintain contributions in EveryAction CRM database
- Assist Donor Services team in the management and regular clean-up of CRM records and data
- Manage donor services email inbox
- Respond to donor/volunteer calls & emails
- Train and support volunteers before/during/after fundraising events
- Month end reconciliations of all contributions and pledges
- Maintain and reconcile online contributions and those from Stripe
- Manage EFT contributions
- Generate and send out donor contribution receipts and statements
QUALIFICATIONS AND EXPERIENCE

- Bachelor’s Degree in Business or Accounting (Some knowledge of basic accounting principles is required to successfully carry out duties)
- Experience working with CRM’s or databases (Particularly EveryAction, NGPVAN, Raiser’s Edge/NXT, Salesforce, DonorPerfect, etc.)
- Advance proficiency in Microsoft Office (particularly Excel)
- Excellent inter-personal and communications skills
- Ability to work in a fast paced, culturally diverse environment
- Excellent writing, editing, and oral presentation skills
- Excellent organizational, communication and leadership skills
- Knowledge of database systems and fundraising business processes a plus
- Experience with EveryAction CRM a plus
- Undertake special projects under the direction of the department manager

TO BE CONSIDERED, PLEASE APPLY WITH YOUR RESUME AND COVER LETTER AT WWW.AKDN.ORG/CAREERS/1670589. RESUMES WILL BE CONSIDERED ON A ROLLING BASIS THROUGH APRIL 14, 2020.