Donations Management Officer

LOCATION: WASHINGTON, D.C.
REPORTS TO: DEVELOPMENT SERVICES AND ANALYTICS MANAGER

POSITION SUMMARY

AKF USA is seeking to hire a Donations Management Officer to add to a team of three on the Development Services team. The Donations Management Officer will enter and manage donor contributions within our database/CRM. The DM Officer will be customer service focused and respond to donor inquiries in a timely fashion. They will complete month-end processing to include reconciliations, generate bi-weekly and monthly financial reports for both AKF and various AKDN subsidiaries, and ensure receipt of matching gift contributions and soft-credit applications. The DM Officer will also manage monthly EFTs, and assist in developing training materials for field volunteers.

This position is full-time and exempt. Evening or weekend work may be required occasionally. Some travel is required for events.

RESPONSIBILITIES

• Enter and maintain contributions in EveryAction CRM database
• Assist Development 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

REQUIRED QUALIFICATIONS AND SKILLS

• Bachelor’s degree in Business or Accounting – Some knowledge of basic accounting principles is required to successfully carry out duties
• Experience working with CRMs or relevant databases (e.g., EveryAction, NGPVAN, Raiser’s Edge/NXT, Salesforce, DonorPerfect)
• Advance proficiency in Microsoft Office (particularly Excel)
HIRING ANNOUNCEMENT: DONATIONS MANAGEMENT OFFICER

- Excellent interpersonal 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 is a plus
- Experience with EveryAction CRM is a plus

COMPENSATION
Pay will be commensurate with experience. AKF USA offers a highly competitive benefits package, including full medical/dental/vision coverage.

SEND RESUME AND COVER LETTER TO COURTNEY.DOTSON@AKDN.ORG. MUST INDICATE “DONATIONS MANAGEMENT OFFICER” ON THE SUBJECT LINE.

ABOUT THE AGA KHAN FOUNDATION
The Aga Khan Foundation is different. We don’t just provide services or goods. We dedicate ourselves to partnering with communities to improve their quality of life for decades and generations. As a member of the Aga Khan Development Network, one of the world’s leading poverty solutions networks, we make long-term investments, from early childhood programs to universities that benefit 2 million students every year. We build hospitals and schools, to make sure everyone has access to world-class institutions. We work with people to serve their community and build their local economy. Our work impacts tens of millions in over 30 countries every year. Learn more: https://www.akfusa.org