

THE MARIANIST PROVINCE OF THE UNITED STATES

POSITION DESCRIPTION

TITLE: Donor Relations Assistant

FLSA: Hourly

Reports To: Donor Services Manager

LOCATION: Marianist Mission Dayton, Ohio

GENERAL SUMMARY The Donor Relations Assistant is responsible for excellence in service to our donors, and others while performing daily gift processing for the ministries of the Marianist Province of the US. This role is an integral part of the team and works to address gift-processing inquiries and resolve issues.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Provide an attentive, caring, and positive experience to donors through incoming phone calls.
2. Take orders for faith based greeting cards, troubleshoot orders, and process donations. Take prayer requests.
3. Complete accurate daily reconciliation.
4. Learn alongside legacy employees while bringing new ideas to the team.

QUALIFICATIONS AND EXPERIENCE

1. Passion for customer service, and at least 1-2 years of experience working in a customer service or call center environment.
2. Possess excellent verbal and communication skills, ability to multi-task, technical proficiency in MS Office, basic data entry, and internet research knowledge.
3. Must be patient, kind, and exemplify a helpful attitude that translates to a positive experience for all donors and co-workers.
4. Must be a dynamic team player who uses sound judgment independently and as a team.

PHYSICAL DEMANDS:

Light lifting, extensive typing, wearing a headset, and sitting for extended periods.

REASONABLE ACCOMMODATIONS:

Lifting up to five pounds is essential for this position. Lifting weights above five pounds may be accommodated by seeking assistance from another co-worker. Remainder of the physical demands listed above are essential to this position for which no reasonable accommodation can be made.

Job descriptions are not intended, nor should be construed, to be all-inclusive lists of all responsibilities, skills, efforts or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from particular jobs and to assign other duties as necessary.

SIGNATURES

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties and skills required.

Employee: _____ Date: _____

Supervisor: _____ Date: _____

Salary and Benefits

Competitive salary and benefit package includes medical, dental, vision, life, LTD, 403B, thirteen paid holidays, and generous paid time off.

For additional information on this full-time position please call 937-222-4641.

08.2024