

## **JOB DESCRIPTION**

**Position** : Senior Donor Relations Associate  
**Department** : Donor Relations  
**Reports to** : Assistant Director, Donor Relations

### **Organizational Vision, Mission, and Function:**

The Jewish Federation of Greater Washington is a mission-driven non-profit organization dedicated to creating a welcoming and inclusive Jewish community for all. Federation identifies and meets community needs to create a strong local Jewish community and strengthen our connection with Jews in Israel and around the world. Federation partners with more than 60 local, national and international agencies to offer innovative programs and services to all who need and want them. We deliver measurable impact with immeasurable heart.

### **Position Overview:**

The Senior Donor Relations Associate is responsible for strengthening donors' relationships with the organization and supporting colleagues' efforts to do the same. This includes speaking with donors directly, working with colleagues to implement a strategic plan for donor relations and managing the acknowledgment and payment reminder process for donors' gifts. This person should be a personable self-starter who is able to multi-task and successfully prioritize to complete their full responsibilities in a timely manner within a fast-paced environment.

As a senior member of the team, the Senior Donor Relations Associate also serves as a resource for more junior staff and assist in the review processes for their tasks.

### **Primary Responsibilities**

- Learn all aspects of The Jewish Federation of Greater Washington's customized customer relationship management database (BBCRM)
- Process commitments and payments to donor accounts
- Exercise good judgment, attention to detail and decision making skills when working on donor accounts and use strong interpersonal skills when communicating with donors and colleagues
- Respond to inquiries and correspondence from donors and colleagues in a timely manner
- Work closely with Financial Resource Development and other staff to develop strategies to ensure that donors are receiving excellent customer service
- Process, export, merge and edit, as necessary, donor acknowledgments and reminders
- Assist with data hygiene and entry into donor database
- Run basic queries and export results from internal fundraising database systems according to specific criteria to assist with analysis, lists and reports
- Coordinate with colleagues on the project management of various tasks for a specific group of donors
- Work as a team member in the strategic design and implementation of personal, departmental and organizational goals
- Perform other duties as assigned

**Requirements**

- Five - seven years of experience with a fundraising or direct response organization
- Excellent verbal communication skills, to respond effectively and diplomatically with donors, volunteers, community leaders and the general public
- Proven ability to work collaboratively and effectively with peers in the organization whose support is needed to implement goals and objectives of the position
- Strong proficiency in Microsoft Word and Excel and the ability to be a resource for more junior staff
- Experience in working with a donor or customer relationship management database
- Proven attention to detail in composing, creating and proofing written materials
- Professional, service-minded attitude and demeanor
- Detail oriented, with strong multi-tasking, organizational, planning, follow-up and prioritization skills
- The ability to routinely handle sensitive/confidential information where the highest level of discretion is expected
- Ability and willingness to take direction, combined with ability to work independently with little or no supervision when appropriate

Please send cover letter, resume and writing sample to [Jobs@shalomdc.org](mailto:Jobs@shalomdc.org)