



JOB DESCRIPTION

Position : Donor Relations Associate
Department : Donor Data Operations
Reports to : Manager, Donor Data Operations

While Federation's team is currently working remotely, candidates should be located in or willing to relocate to the Greater Washington (DC, MD, and Northern VA) region.

Organizational Vision, Mission, and Function

The Jewish Federation of Greater Washington envisions an open, connected, and vibrant Jewish community that cares for each other, fosters Jewish learning and journeys, embraces Jewish peoplehood and Israel, and acts as a force for good in the world. As a mission-driven non-profit organization, we work to inspire, build, and sustain vibrant Jewish life in a changing world by mobilizing our community in common purpose, intentional innovation, and effective action. Learn more at shalomdc.org.

Federation's United Jewish Endowment Fund (UJEF) connects philanthropists with opportunities to meet Jewish needs and Tikkun Olam – repairing the world. Through a variety of philanthropic vehicles and by acting as philanthropic advisers and connectors, UJEF encourages investment in, and action towards, the betterment of our world.

Position Overview

The 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 develop a strategic plan for donor relations, and managing the acknowledgement and payment reminder process for donors' gifts. This person may also be the first point of contact for UJEF Fund holders who ensures that inquiries are resolved promptly and professionally. This person should be a personable self-starter who is able to multi-task and successfully prioritize to complete their full portfolio of responsibilities in a timely manner within a fast-paced environment.

The salary range for this position is \$50,000 – 60,000.

Primary Responsibilities

- Learn all aspects of two customer relationship management databases (currently Blackbaud Enterprise CRM and iPhi/Northstar)
- Process commitments and payments to donor accounts and produce acknowledgements
- Manage the receipt of all contributions to UJEF and ensure the accurate processing of all daily deposits
- Process stocks, bonds, and other non-cash donations, and issue corresponding acknowledgements and tax receipts
- Manage the receipt and processing of all requested distributions from donor advised funds. This includes prompt acknowledgement of requests received, due diligence to determine grantee eligibility (e.g., tax-exempt status) and timely processing of distribution requests.

- Run basic queries and export results from internal fundraising database systems according to specific criteria to assist with analysis, lists, and reports
- Produce financial and donor profile reports and respond to analysis requests by management.
- 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, responding to inquiries and correspondence from donors and colleagues in a timely manner.
- Provide excellent customer service to donors and colleagues.
- Ensure proper UJEF fund disbursements are made as part of the annual distribution process in a timely and accurate manner.
- Work as a team member in the strategic design and implementation of personal, departmental, and organizational goals

Qualifications

- Experience in working with a donor or customer relationship management database
- Minimum three - five years of experience with a fundraising or direct response organization
- Excellent verbal and written communication skills
- 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
- Professional, service-minded attitude and demeanor
- Detail oriented, with strong multi-tasking, organizational, planning, follow-up and prioritization skills
- Ability to routinely handle sensitive/confidential information where the highest level of discretion is expected
- Willingness to take direction and ability to work independently with little or no supervision
- Ability to communicate effectively with all levels of management, strong interpersonal skills; must possess a positive can-do attitude

A People-Friendly Workplace

The Jewish Federation of Greater Washington is an equal opportunity employer offering a people-friendly environment, including:

- excellent health care and retirement benefits
- generous time off
- flexible work options
- opportunities for continued professional development
- access to the JPRO Network, which connects, educates, inspires, and empowers professionals working in the Jewish nonprofit sector

To apply for this exciting opportunity, please send a cover letter and resume to jobs@shalomdc.org using subject line: DDO-DRA-FY21.