

Job Title: Donor Services Specialist

Classification: Class II, Non-Exempt

Immediate Supervisor: Director of Donor Services

Date: 4/10/25

Purpose: For both Avant Ministries and Crossworld, the Donor Services Specialist assists with processing all incoming donations, providing customer service to donors and maintaining donor records.

Primary Duties and Responsibilities

- Respond to phone calls and emails – answering donation questions, entering transactions, and addressing a variety of other questions/concerns that arise. Customer service is a major part of the position.
- Research issues pertaining to donations when clarity or correction is needed, consulting with the donor, Director of Donor Services, CFO, Development Director or worker to understand history and intent.
- Interact with workers to assist with donor/donation questions.
- Work in multiple different software platforms, each with their own parameters, moving between them throughout the day, keeping accurate records for each system.
- Record donations with accuracy and efficiency. Donations are received by check/cash, over the phone and online.
- Aid in the process of receipting donors and sending acknowledgement letters.
- Perform other duties as assigned or requested.

Job Requirements

- Participate in daily prayer time; attend monthly Town Hall.
- Sign Avant Ministries Doctrinal Statement, testifying you adhere to this doctrinal position.

Job Qualifications

- Must have a very strong customer service focus, willing to go the extra mile in resolving issues that come up and managing, in a timely fashion, the large volume of phone calls that may be received in a day.
- Solid interpersonal - written and oral - communication skills with a pleasant phone personality.
- Team oriented with a readiness to be supportive and flexible.
- Work independently without direct guidance on recurring assigned tasks.
- Strong organizational skills and detail oriented.
- Problem solver with a servant's heart.
- Proficiency in MS Excel, Word, and Outlook helpful.
- Skilled in math and data entry, with knowledge of accounting software or databases helpful.
- Ten-key skills helpful.

Physical Demands and Work Environment

- While performing the responsibilities of the job, the employee is required to talk, hear, use their hands and fingers to operate office machinery, is often required to sit, stand, walk, reach with arms and hands, is occasionally required to climb, balance, stoop, kneel, crouch, or crawl. This employee must be able to regularly lift and carry 30+ pounds. Vision abilities required by this job regularly include close vision. The noise level in the work environment regularly varies from quiet to moderate.