



Nordic Museum 2018 Job Description

Position Title:	Donor Service Representative
Department:	Development
Reports To:	Development Manager
Status:	Part Time, Non-Exempt
Revision Date:	12/21/2018

Position Overview	The Donor Service Representative is responsible for basic membership processing, renewal, retention, and reporting, as well as maintaining member, donor, and constituent information in Raiser's Edge. The Donor Service Representative will provide primary support to the Annual Giving Coordinator.
Essential Job Functions	<ul style="list-style-type: none"> • Accurately record gift and donor information in Raiser's Edge. • Utilize Raiser's Edge to process memberships and contributions. • Prepare and distribute basic membership renewal when necessary. • Perform database searches, queries, and exports, produce mailing labels, letters, etc. • Update Raiser's Edge records on a consistent basis, including, but not limited to, address changes, relationships, document uploading, merging accounts, etc. • Support in organizing and implementing general membership events, including exhibition opening, new member receptions, and annual meeting event.
Other Skills/Abilities	<ul style="list-style-type: none"> • Excellent oral and written communication skills; ability to communicate effectively and project a professional image when giving and taking information in-person and over the phone. • Strong writing and analytical skills, accuracy and attention to detail are paramount. • High level of individual initiative required, including ability to work with limited supervision and resolve practical problems independently. • Excellent organizational skills, the ability to consistently meet deadlines, and produce a quality work product within tight time constraints. • Ability to work with donors, members, the public and co-workers professionally and support management decisions in a positive, professional manner. • Effective listening and interpersonal skills. • Collaborative attitude and ability to work in a team environment. • Ability to maintain confidentiality and exercise high level of diplomacy. • Ability to motivate self and prioritize tasks. • Adaptable to changing business situations and environments.
Requirements	<ul style="list-style-type: none"> • High school graduate or equivalent education/experience. • Minimum one-year related data entry and/or customer service experience.



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	<ul style="list-style-type: none">• Experience with Raiser’s Edge or comparable donor database software.• Occasional weekend and evening work.• Proficient in PC Platform. Microsoft Office; Word, Outlook, and Excel.• Advanced Web research skills.• Valid driver’s license.• Ability to lift 20lbs• Ability to be seated/standing for extended periods.
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NOTE: This job description is not intended to be all-inclusive. Employees may perform other duties to meet the ongoing needs of the organization.