Membership Services & Monthly Giving Coordinator

Full Time

Salary Range:
$38,000.00 To $47,500.00 Annually

DEPARTMENT: Development and Membership

REPORTS TO: Deputy Director of Development and Membership

STATUS: Full time through December 31, 2021 with employee benefits; May possibly be extended

APPLY BY: March 19, 2021

PRIMARY OBJECTIVE: To support the development and membership services of Bread for the World and Bread for the World Institute, with primary responsibility to provide excellent customer service to members, maintain giving records, and manages fulfillment of all resource requests.

PRIMARY RESPONSIBILITIES/ACTIVITIES:

1. Provides excellent membership services and responds in a timely manner and friendly demeanor to member inquiries received through the mail, phone, and email. Responds to emails received through membershipservices@bread.org and publications@bread.org.
2. Maintains the integrity of member records, updates members information as needed, resolves coding errors and merges duplicate records. On a weekly basis, reviews new individuals and organizations records added by DMP data entry and development staff to ensure data integrity and coding is correct.
3. Reviews and approves daily acknowledgment files from DMP and imports weekly acknowledgement data into the database.
4. Manages the Baker's Dozen monthly giving program, ensuring the accuracy of sustainer records and sustainer coding in our databases.
5. Serves as primary point of contact for all Baker’s Dozen member inquires and updates, including managing our “saves” program, declines, and suspends.
6. Provides monthly reports and conducts audits of our sustainer program.
7. Manages gift in honor and memory and send cards as needed.
8. Manages the online Bread store and staff store and processed orders daily.
9. Manages fulfillment of all resource requests received through the online stores, mail, email, and phone, including timely and accurate data entry of all resource requests into our database.
10. Manages resource inventory and creates distribution reports.
11. Manages the as day-to-day relationship with Impact for resource fulfillment.
SECON​DARY RESPONSIBILITIES/ACTIVITIES:

1. Provides coverage for other Development and Membership team members, as needed.
2. Represents the Department on assigned task forces and committees, as needed.
3. Other tasks as assigned.

SUPERVISION EXERCISED: No supervisory responsibilities.

SKILLS/KNOWLEDGE REQUIRED:

- College degree with a minimum of two years of work experience with similar responsibilities or the equivalent of five years’ work experience in member/customer service, development, or database management.
- Prior membership or customer service experience required.
- Prior constituent database experience required; experience with Raiser’s Edge or Luminate Online databases is preferred.
- Excellent oral and written communication skills.
- Strong computer skills, including high proficiency with Excel.
- Strong organizational skills and attention to detail.
- Ability to work independently, manage disruptions and manage time efficiently.
- Demonstrated ability to maintain a professional demeanor including dependability, flexibility, willingness to learn, and problem-solving skills.
- Commitment to the mission and faith basis of Bread for the World and ability to communicate the case for supporting Bread.

CULTURAL EXPRESSIONS: Bread is committed to advancing racial equity externally and internally, all staff members play a vital role. In the course of our work, each staff person should work to apply a racial equity lens to their work and practices; and participate in racial equity on-going training. Bread is also committed to being an equal opportunity employer. Bread does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin, disability, marital status, sexual orientation, military status, in any of its activities or operations.

WORK ENVIRONMENT ISSUES: None

DISCLAIMER: The information in this job description indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

Bread for the World is a collective Christian voice urging our nation's decision makers to end hunger at home and abroad. Bread for the World Institute provides policy analysis on hunger and strategies to end it.