



POSITION DESCRIPTION

POSITION TITLE: Donor Data Specialist
OPERATING UNIT: Resource Development
REPORTS TO: Director of Resource Development
CLASSIFICATION: Full Time/Non-Exempt

POSITION SUMMARY

The Donor Data Specialist oversees gift processing, donor acknowledgment, and database management, ensuring accurate records and exceptional donor stewardship. Reporting to the Resource Development Director, this position plays a key role in strengthening community support and sustaining vital programs that empower the next generation of women leaders.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Maintains and enhances development recordkeeping systems, including donor database software and hard copy files, to support cultivation, solicitation, and recognition efforts.
- Processes and tracks all contributed revenue accurately and promptly.
- Ensures timely and accurate donor recognition and pledge reminders.
- Serves as liaison with Finance to ensure proper coding and accuracy of donation records.
- Prepares accurate reports for the development team to support donor engagement strategies.
- Trains and supports staff in database software to maintain consistency in processes and policies.
- Assists in preparing monthly, board, and committee reports, newsletters, and mailing lists.
- Supports fundraising efforts, including campaigns, events, meetings, portfolio management, presentations, and special projects.
- Delivers professional, high-quality customer service to donors, members, volunteers, staff, and community partners.
- Collaborates with and oversees volunteer staff as needed.
- Develops and maintains standard operating procedures for assigned duties.
- Actively promotes diversity, equity, inclusion, and access through daily work.
- Enters all gifts into DonorPerfect and Shared Drive.
- Updates donor records regularly.
- Provides direct support to the Director of Resource Development.
- Assists the Data and Analytics Manager with data collection and assigned tasks.
- Produces donation acknowledgment letters and other requested reports.
- Cultivates relationships with Girl Scouts alumni and lifetime members to grow giving.
- Supports Donor Engagement Specialists with special events.
- Implements the donor stewardship process, providing necessary information to team members.
- Performs other duties as assigned.

REQUIRED COMPETENCIES/SKILLS:**Communications:**

Exhibits good listening and comprehension; Expresses ideas and thoughts in written form; Expresses ideas and thoughts verbally; Keeps others adequately informed; Selects and uses appropriate communication methods.

Job Knowledge:

Competent in required job skills and knowledge; Displays understanding of how job relates to others; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; requires minimal supervision; Uses resources effectively.

Customer Service: Responds promptly to customer needs. Displays courtesy and sensitivity. Is friendly and helpful. Manages difficult or emotional customer situations. Meets commitments. Solicits customer feedback to improve service.

Quality: Demonstrates accuracy and thoroughness. Displays commitment to excellence. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.

Planning and Organization: Integrates changes smoothly; Plans for additional resources; Prioritizes and plans work activities; Sets goals and objectives; Uses time efficiently; Works in an organized manner.

SUPERVISORY DUTIES

- Volunteer staff as needed

EDUCATION AND/OR EXPERIENCE

- Bachelor's Degree or equivalent experience plus minimum of 2 years in resource development role preferred.
- Experience in event management a plus
- Experience working with volunteers a plus
- Bilingual a plus
- 3+ years of previous office experience as an Administrative Assistant including data entry and database management experience required.

ADDITIONAL JOB REQUIREMENTS

- Clearance of background check and drug screen.
- Must carry 100/300/100 liability insurance

REQUIRED SKILLS & ABILITIES

- Ability to handle confidential and sensitive information.
- Excellent listening, verbal and written communication skills.
- Commitment to customer service.
- Strong competency in all Microsoft Office Suite programs.
- Strong comfort discussing and asking for money.
- Technologically savvy in handling administrative practices.
- Professional phone etiquette.
- Critical thinker, resourceful and proactive.
- Knowledge of Sales Force and Donor Perfect or compatible donor management software preferred.
- Detail Oriented.
- Able to work in a fast-paced environment.
- Computer literate with word processing and excel skills (i.e. Microsoft Office systems); ability to navigate and use Salesforce and Donor Perfect databases or similar software.

SELECTIVE ABILITIES & PHYSICAL DEMANDS: *The incumbent must be able to perform the following qualifications in order to be offered and/or maintain employment in this position.*

Level 2 – Light Work (use of light force to lift, carry, push, pull or move objects), Limited exposure to adverse environment conditions, work occasional weekends and evenings/nights.

- This position requires the ability remain stationary and to use computer monitor, keyboard and mouse for extended periods of time.
- Must be able to speak and communicate clearly, such as in public speaking engagements.

WORK ENVIRONMENT

The employee will work in an office environment and in close quarters with other staff and clients. The noise level in the work environment varies from moderate to loud; hectic situations can occur characteristic to working with infants, toddlers and parents in need. Exposure to bright lights, noise, odors and scents are common due to the open office environment.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

As an employee, you are a representative of Girl Scouts Western Oklahoma and people form their impressions of the council in part, based on their interaction with you. Every personal contact is with a current or potential donor to the council, thus the impression we make through community and professional contacts, and involvement in collaborations with agencies, groups or organizations is important. Fund Development and Membership Recruitment is a role assumed by all staff positions.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills and abilities.

I have read and understand the position description. I further understand and acknowledge that this current position description supersedes all former versions and shall in all instances apply.

Employee Signature

Date

