



## **THE ORGANIZATION**

**Feeding Westchester's mission** is to end hunger in Westchester County. At the heart of a network of nearly 300 partners, we source and distribute food, and other resources, to communities across Westchester helping to ensure that none of our neighbors is hungry.

## **THE OPPORTUNITY**

Feeding Westchester has an exciting opportunity reporting directly to the Manager, the Campaign Operations Associate is primarily responsible for donation and data entry and data health while serving as the primary point of contact for donor inquiries providing timely customer service and follow up.

The Campaign Operations Associate will exercise good judgment in a variety of situations, with strong customer service, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Campaign Operations Associate will work independently on projects (from conception to completion) and must be able to work under pressure at times to handle a high volume of donation data entry and manage multiple priorities and projects.

## **ESSENTIAL FUNCTIONS & RESPONSIBILITIES**

- Manages gift entry process in Raisers Edge CRM including checks, cash, manual credit cards, online gifts, matching gifts, pledges, wires, and stock gifts.
- Prepares daily deposits and reconciles batches with accounting department.
- Prepare and process daily gift batches via online platforms.
- Oversees the outsourcing of direct mail entry and donor acknowledgements during peak times.
- Process donor data from third party processors including Donor Advised Funds and charitable giving accounts, employee giving, and matching gifts.
- Respond to donor requests & communications as it relates to donations, gift entry and acknowledgements.
- Work closely with the Manager of Campaign Operations to create systems and revise processes to create efficiencies and streamline development operations.
- Create, document, and maintain SOP's for cash receipts processing, gift entry, and acknowledgements.
- Process and enter third party check donations detail look-up & entry into Raiser's Edge.
- Manage tribute gifts and mail IMO/IHO cards as necessary.
- Manages the gift acknowledgment process for all donations including updating online & offline templates, letter preparation, proofreading, mailing, and related database maintenance.
- Assists with data quality monitoring and clean-up including managing the duplicate management module.
- Process event Sponsors and ticket revenue for events; Assist with post event revenue entry.
- Provide on-going and day-of assistance for special and donor cultivation events.
- Process and track all donor pledges.
- Support the team in developing and implementing best practices and standard operating

- procedures to organize and maintain development team site on Sharepoint.
- Create and maintain tracking systems for development portal logins.
  - Maintains documentation pertaining to gift coding.

## **POSITION REQUIREMENTS**

- Excellent written and oral communications skills.
- Excellent organizational skills and the ability to work under pressure, to adapt easily to changing situations and priorities, and to meet multiple deadlines and goals simultaneously.
- Strong work ethic, professional manner, high standards, and the ability to work independently as well as in a team environment essential
- Keen attention to detail and highly organized.
- Strong project management and organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail; ability to meet deadlines in a fast-paced environment.
- Must be proficient in latest software and technology with the ability to learn new platforms as needed.
- Strong aptitude for working with numbers, creating spreadsheets and performing data analysis.
- Demonstrated proactive approaches to problem solving with strong decision-making capability.
- Resourceful team player, with emotional maturity and ability to be effective independently.
- Proven ability to handle confidential information with discretion.
- Demonstrates the highest level of customer/client service and response.
- Actively seeks opportunities and proposes solutions.
- Must have valid driver's license and use of a vehicle to ensure ability to travel independently for Feeding Westchester business.

### **Required Education/Experience**

- Associates/Bachelor's Degree preferred
- 3 to 5 years Raiser's Edge or similar fundraising CRM experience required
- Proficiency in Microsoft Office with advanced Excel skills

### **Working Conditions**

- Ability to lift, carry, and set up a variety of promotional materials including electronics, materials in boxes, and table top screens (weighing up to 50 pounds).
- Ability to operate equipment such as pallet jack, metal cart, etc.
- Ability to pack, unpack and put away various materials.
- Prolonged standing, walking and bending in addition to sitting in front of a computer.
- Ability to access, research, read, review, enter and retrieve information from computer, hard copies and desk top publishing systems.
- Ability to give regular communications in person, writing, by email and by telephone
- Ability to travel independently in the daytime and evening to regional and national destinations.
- Ability to access all work sites of the agency.
- Ability to work in below 0°F temperatures for short periods of time.

## **ABOUT US**

**Feeding Westchester provides a competitive benefits package including paid time off, Medical/Dental/Vision coverages, 403(b) retirement plan with discretionary employer contribution, company-paid Life and LTD insurances, an Employee Assistance Program (EAP), and other ancillary benefits.** Feeding Westchester is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services or any other category protected by law.

## **HOW TO APPLY**

Interested Applicants should send resume, cover letter, (work samples a plus) and salary requirements to <https://recruiting.paylocity.com/recruiting/jobs/Details/668519/Feeding-Westchester/Associate-Campaign-Operations>