

# Trans World Radio Canada

## Position Description



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**Title:**

Donor Services Administrator

**Effective Date:**

February 2024

**Scope:**

This is a part-time (24 hours/week) paid role. As the first point of contact for most donors contacting or visiting TWR Canada, the donor services administrator is a friendly face and voice for our team. They are responsible for processing and acknowledging all donations received by TWR Canada. They maintain accurate and up-to-date records of donors and donations and provide reporting support to leadership and other departments.

**Work Location:** London, Ontario. (Due to the nature of the work, this is an in-office role.)

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**Accountabilities and Reports:**

**Accountable to:** Director of Support Services

**Member of:** Support Services Team

**Direct reports:** None

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**Responsibilities:** *(Percentages are estimates only)****Gift Processing (65%)***

The donor services administrator is responsible for all aspects of donation processing. This includes receiving mail and preparing bank deposits, entering and verifying gifts, and sending acknowledgements and receipts. The donor services administrator also ensures donor databases are updated and maintained.

***Primary Responsibilities:***

- Process all donations received by mail, online, phone, or at events using our online fundraising and gift-processing platform (Givecloud) and our customer relationship management software (CRM) (DonorPerfect);
- Prepare and send gift acknowledgments and receipts in a timely manner, in collaboration with the fundraising and donor engagement team;
- Identify specific gifts for special handling (that may not fit typical donor engagement processes);
- Maintain and update donor records, ensuring high accuracy and completeness of donor information;
- Reconcile donation reports with the finance team monthly;
- Oversee and maintain compliance for gift entry by our China ministry office in Markham.

***Database Record Maintenance, Analysis & Reporting (20%)***

The donor services administrator is responsible for ensuring that the donor database and mailing lists are accurate and current, and that data entry and receipting standards are followed. The donor services administrator also provides training and support to other users of the CRM and online giving platform and generates various reports for internal and external use.

***Primary Responsibilities:***

- Add new donors and update donor addresses and other information as learned or notified;
- Run monthly or quarterly quality control reports to ensure data consistency;
- Maintain key donor and gift database code tables for accurate reporting and to ensure clean integration with our website and financial systems;
- Maintain accurate pledge information for recurring gifts;
- Prepare weekly, monthly and quarterly reports for leadership and other departments as requested.

### ***Donor Relations (10%)***

The donor services administrator is responsible for answering inquiries from supporters and handling routine questions and problems. They will regularly seek opportunities to pray with donors and provide encouragement to them and their families.

#### ***Primary Responsibilities:***

- Answer (or forward) donor/supporter phone calls, email and letters with special requests;
- Contact donors regarding routine problems or questions;
- In coordination with the fundraising and donor engagement team, send cards or letters to donors for special occasions, including birthdays, anniversaries, loss of loved ones, etc;
- Pray with and for donors regularly, and share appropriate prayer requests with staff.

### ***Other (5%)***

The donor services administrator maintains documentation for department procedures, ensures compliance with donor-related policies and regulations and provides input on data entry and receipting guidelines. They are also responsible for training other users on DonorPerfect and Givecloud, along with the software support specialist.

#### ***Primary Responsibilities:***

- Maintain an up-to-date department procedures manual;
- Work with the support services director to ensure compliance with all donor-related policies and procedures, as well as relevant laws and regulations;
- Provide input on guidelines for data entry and receipting and ensure conformity to new and existing standards;
- Provide DonorPerfect and Givecloud training to other users as requested, especially as it relates to this role.

Since no job description can encompass all duties that may be required, we expect all TWR Canada team members to carry out other responsibilities from time to time that are broadly consistent with those listed in their position description.

### **Qualifications**

- Passionate about TWR Canada's vision, mission and values
- At least 2 years of administrative experience in a detail-oriented role, preferably in a nonprofit or ministry setting
- Previous experience with donor/fundraising software and/or a CRM is a strong asset.
- Advanced proficiency using Microsoft Office in a Windows environment
- Excellent communication and interpersonal skills
- Demonstrated commitment to personal and corporate prayer as a vital part of the ministry culture and decision-making process, including leading and participating in regular prayer meetings and devotions with staff and volunteers

The following are considered to be bona fide occupational requirements of this position.

- Faith: as TWR Canada is a faith-based organization working primarily with Christians and those promoting the Christian faith, the person who holds this position must possess a sincere and enduring Christian faith that aligns with our organization's faith statement. They must be regular attendees of a local Christian community. Annual signing of the statement of faith is required to remain in this position.
  - A Christian Lifestyle: for similar reasons as above, the individual must have a lifestyle consistent with biblical Christianity, actively abstaining from sinful or shameful behaviour including, but not necessarily limited to, theft, lying, greed, idolatry, violence, rage, fraud, slander, gossip, lawbreaking, drunkenness, divisiveness, and sexual immorality. Annual signing of the Lifestyle statement is required to remain in this position.
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## **The Organization:**

TWR Canada was founded in 1973, and together with international partners, local churches and other ministries, TWR provides relevant programming, discipleship resources and dedicated workers to spread hope to individuals and communities around the globe. Whether using high-powered radio to reach people in the Middle East and Latin America, streaming content to Internet users in Asia and Europe or visiting face-to-face with listeners in Africa, TWR leaves a lasting spiritual footprint.

TWR Canada has a staff of approximately 30 part-time and full-time employees across Canada, with about half based in our London, Ontario office. In addition, many missionaries and volunteers perform valuable work in the office, across the country, and around the world.

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