

Donor Funds Processor II

Mission Aviation Fellowship (MAF), a Christian nonprofit organization founded in 1945, is seeking people who share our desire to see isolated people changed by the love of Christ. MAF operates globally, with its headquarters located in Nampa, Idaho. MAF's core values are: we follow Jesus, we serve together, we commit to a higher standard, and we value each other. This position is a vital part in serving together to bring help, hope, and healing through aviation.

A Brief Overview

This Donor Funds Processor provides accurate gift processing, posting of ministry contributions, printing of gift receipts, and management of constituent records as an essential part of the work of MAF so that the Gospel is proclaimed and God's Kingdom is extended.

This position requires an active commitment to the mission, values, and doctrinal stance of MAF. In the course of performing job duties, the employee will act in a manner that is Christ-honoring as well as Christ-like, demonstrating a personal Christian faith and witness in all interpersonal interactions.

Essential Duties

- 40% Check Contributions Processing
 - Opens mail by using a rapid extraction machine and by hand
 - Sorts contributions into like-kind groups
 - Scans, keys, and archives check and backup information into gift batches for bank deposit
 - Works with donor software gift batches, ensures that receipt letters are selected and the gift information is applied to constituent records
 - Verifies funds allocations and donor information and adjusts in CRM check batches
 - Processes receipts ready in the CRM, prints receipts, archives receipt files, and routes receipts to the mail room.
 - Troubleshoots discrepancies and corrects check batches and donor software records
- 15% Reporting and Reconciliation
 - Distributes reports across other departments as needed
 - Follows established procedures, records gift adjustments in donor Software
 - Uses standard procedures to properly record adjustments for proper backup
 - Maintains backup documentation associated with gift adjustments according to established practices
 - Participates in reconciliation activities with finance, including management of back up documents as needed
- 20% Constituent Record Management
 - Creates and updates constituent records
 - Updates records including, but not limited to, staff lists, biographical information, and notes
 - Regularly adjusts constituent records using information from returned mail, e-mail, telephone calls, notes, checks, and envelopes
 - Responds to record information requests
 - Monitors reports and list views to correct gift and donor records including but not limited to fund allocations, biographical information, and notes
- 5% Clerical Support
 - Provides telephone support to donors, primarily on transactional matters, and coordinates needed record changes; as appropriate, communicates with others for follow-up action to be taken
 - Files gift processing backup information
 - Shreds documents containing confidential information
 - Responds to information requests
 - Maintains file of current policies on CRM knowledge base
 - Completes other duties as assigned by Director
- 20% Non-Check Contributions Processing

- Following established procedures, processes non-check contributions including cash, paper transfers, gifts-in-kind, and stocks
- Develops and refines procedures for processing non-check contributions and recording these gifts into donor software
- Enters Gift Shop orders from Shopify, checks, and cash from the marketing team and front desk on Mondays

Qualifications

- High School diploma/GED required, or equivalent combination of education and experience
- 1 Year experience in an office environment required
- 2 Years experience in a data processing role preferred
- 2 Years banking or finance experience preferred

Skills

- Intermediate knowledge/understanding of bookkeeping
- Intermediate skill in Microsoft Excel
- Basic skill in Microsoft Outlook And Word
- Intermediate skill in use of 10-key systems, printer, fax, copier, telephone, and other office equipment

Competencies

- Quickly and effectively solves customer problems
- Talks to customers (internal or external) to find out what they want and how satisfied they are with what they are getting
- Is dedicated to meeting the expectations and requirements of internal and external customers
- Communicates with tact and confidentiality
- Respects the confidentiality of information or concerns shared by others
- Establishes workload priorities, works with accuracy, and consistently follows through with on time completion
- Detail-oriented with good reasoning ability
- Is good at learning new industry, company, product or technical knowledge/skill
- Excellent people skills

Physical Requirements

- Occasionally lifting, carrying, pushing, or pulling up to 25 lbs
- Frequently sitting and occasionally pulling, standing, walking, stooping, and crouching

Starting Pay Range

\$22.90 to \$26.72 hourly DOE

MAF is committed to paying our team members competitively to the industry market and to being a market leader in benefits and work/life balance programs. Consistent with our value..." We commit to a high standard," MAF's Total Rewards Philosophy is designed to maintain and improve our market competitiveness in the NGO sector to attract and retain our most critical resource - our people.

MAF is committed to creating and maintaining a work environment free from any form of unlawful discrimination or harassment. As a faith-based religious organization pursuant to the Civil Rights Act of 1964, Section 702 (42 USC @2000e), MAF has the right to and does solely hire candidates who agree with our Statement of Faith and agree to abide by our Standards of Conduct.

MAF expects all MAF staff to comply with its Safeguarding Policy. This includes proper moral and ethical conduct towards all children and vulnerable adults, in all circumstances and in all relationships. In addition, all MAF staff have a responsibility to seek to prevent any form of abuse, to raise any ongoing concerns, and to report any harm, abuse, or neglect to children or vulnerable adults, discovered or reasonably suspected. Violations of this policy will be subject to corrective action up to and including termination of employment.

MAF seeks to create a workplace that is intentional about Kingdom Inspired Diversity. Our commitment to our employees extends to their opportunities for personal and professional growth and development. We will make reasonable accommodation for qualified individuals with known disabilities, unless doing so would result in undue hardship to the organization.