



Job Title: Donor Services Assistant  
Department: Donor Services (360)  
Reports to: Director of Development

FLSA Status: Full-Time  
Job Location: La Mirada, CA  
Date Revised: January 24, 2022

**Summary:**

Responsibilities for this position include direct input/output of donations in the FEBC CRM system and both online and offline donor contacts as it relates to daily work. The Donor Services Manager oversees the daily work of the Donor Services Assistant.

**Essential Duties and Responsibilities:**

- Input donations into Blackbaud Raiser’s Edge donor tracking system and update donor records
- Assist in maintaining database integrity for Raiser’s Edge CRM system
- Facilitate donor Welcome Series mailings for new donors
- Produce “No Mail” lists for acquisition projects
- Generate, print, distribute, and send out donation receipt letters as requested
- Prepare standardized and customized donation reports as requested
- Assist with in-bound and out-bound telephone calls
- Write donor thank you notes as directed
- Monitor and respond to social media related comments as needed
- Assist with donor events as needed, both onsite and virtual
- Package and mail monthly mailings of “bulk” Newsletters and Prayer Targets
- Performs other duties as assigned

**Knowledge, Skills and Abilities Required:**

- Must possess a vibrant personal relationship with Jesus Christ and agree with the FEBC statement of faith.
- Knowledge of FEBC’s brand, with a passion for Christian ministry
- Ability to multi-task and think creatively, with strong attention to detail
- Working use of fundamental reading, writing and math skills
- Strong verbal and interpersonal skills a plus
- Experience with word processing and spreadsheet software applications
- Ability to research and provide detailed summaries of findings
- Team oriented and self-motivated with ability to anticipate needs
- Capable of exercising good judgment, flexibility, and maintaining the highest level of confidentiality

Prior to applying for any position with FEBC, all applicants must review our [Statement of Faith](#) and [Mission Statement](#) and be in agreement with both.

**Supervisory Responsibilities:** None

**Qualifications:**

AA degree or equivalent.  
2 Years general office experience or equivalent.

*I have read and received a copy of my job description. I understand that this overrides anything I have been given in the past and that I am expected to follow my job as outlined above. If I have questions concerning what is expected of me, I will speak with my immediate supervisor. I understand I am an “at will” employee.*

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_