

# FOOD BANK

## OF WESTERN MASSACHUSETTS

TOGETHER, WE END HUNGER

The Food Bank is working with a temp agency to find both temporary and ongoing help in Development Operations.

If you have experience in roles that require the highest level of accuracy in inputting data, especially in Blackbaud Raiser's Edge, Salesforce, or other constituent relationship management software (CRM), and/or you love data entry, and you are excited to support the work of the Food Bank, we might have a role for you!

Below are the essential functions and job qualifications. These are onsite positions at our brand-new office in Chicopee.

The hours for these positions are 9-5, Monday-Friday with one remote day/week if desired.

If you are interested in pursuing this opportunity, please send a cover letter and resume to [jobs@foodbankwma.org](mailto:jobs@foodbankwma.org)

### ESSENTIAL FUNCTIONS

Maintains donor relationship management databases (NXT and Luminate Online) and performs a variety of functions including:

- Prompt and accurate processing of incoming gifts including checks, credit cards, ACH payments, employee giving, etc., and updating the monthly batch tracking spreadsheet.
- Updating donor records, compiling biographical information, data entry, and generating gift detail reports.
- Assist in the updating tags in donor records for monthly donor segment reports.
- Respond promptly to donor inquiries and provide excellent customer service, referring to Food Bank colleagues when appropriate.
- Ensure donor acknowledgment letters are processed promptly, including annual receipts.
- Process monthly Exceptional Gift Report and TY Cards for Development Volunteers.

- Assist Development Operations Department with maintenance and oversight of Raiser's Edge NXT, and Luminate Online fundraising data integrity.

### JOB QUALIFICATIONS/REQUIREMENTS

Education and training - High school diploma or equivalent

Experience – 1+ years of experience in work that requires accuracy such as data entry.

Other skills:

- Demonstrates attention to detail and ability to process information in a prompt and accurate way.
- Outstanding communication, interpersonal, customer service, and research skills.
- Proficiency in Microsoft Suite and CRM management
- Superb time management and organizational skills, including the ability to work well independently and with others.
- Ability to maintain strict confidentiality.

### JOB PREFERENCES

- Bachelor's degree or equivalent
- Demonstrates customer service skills
- Experience with Blackbaud Raiser's Edge, Salesforce, or other constituent relationship management software (CRM)
- 2+ years of data entry experience
- Experience in data analysis
- 2 years of non-profit experience
- Bilingual (English and Spanish)

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