



## Employment Opportunity

**POSITION:** Gift Processing Specialist  
**LOCATION:** Chicago, IL  
**COMPENSATION:** Competitive; Commensurate with experience  
**POSTED:** June 8, 2021

### **Summary**

We are currently looking to fill the role of Gift Processing Specialist at our national headquarters in Chicago, IL. The Gift Processing Specialist is responsible for supporting the stewardship of donors, through the processing, recording, and acknowledging donor charitable contributions. This role will provide administrative support to the fundraising team in cultivating donor relationships through the effective use of NPH USA's CRM (Salesforce.com). The primary goal of this role is to effectively perform the job responsibilities outlined below with a donor-centered approach; always keeping the donor's perspective in mind. Success in this role will come through excellent customer service.

### **Primary Responsibilities and Duties**

- Provide customer service on all incoming donor requests
- Process, record, and reconcile donor charitable contributions
- Draft and mail donor acknowledgements (i.e. tax receipts)
- Manage donor information in CRM database / Intranet Portal
- Respond to donor inquiries (phone, email etc.) in an effective and timely manner
- Administer mobile/event management platforms (i.e. Greater Giving)
- Communicate with the fundraising team to provide updates on donor activity
- Other duties as assigned

### **Skills and Qualifications**

- College degree or equivalent experience
- Strong customer service orientation required
- Previous experience in accounts receivable role preferred
- Aptitude for tracking data and identifying discrepancies on both financial and clerical data
- Detail-oriented with excellent organizational and time management skills
- Ability to work independently and multi-task to thoroughly complete concurrent projects
- Must be able to meet deadlines
- Must be a team player in a small office environment
- Must be willing to have flexible work hours as needed
- Experience working with Outlook, Word, Excel, Adobe PDF
- Ability to learn new systems required, experience with Salesforce.com preferred
- Availability to travel within the U.S. (required)

### **How to Apply:**

Send resume and cover letter to [recruiting@nphusa.org](mailto:recruiting@nphusa.org). Please no phone calls or outside agencies. NPH USA is an Equal Opportunity Employer. We value diversity in the workplace and encourage applicants from all backgrounds to apply.