



NPH USA
Raising Children. Supporting Families.
Transforming Lives.

Employment Opportunity

POSITION: Donor Gift Management Specialist
LOCATION: Chicago, IL
REPORTS TO: Chief Financial Officer
COMPENSATION: Competitive; Commensurate with experience

ABOUT US:

Nuestros Pequeños Hermanos (NPH) means "Our Little Brothers and Sisters" in Spanish. NPH transforms the lives of vulnerable children in Bolivia, the Dominican Republic, El Salvador, Guatemala, Haiti, Honduras, Mexico, Nicaragua, and Peru. Together, we help children overcome poverty and become productive, caring leaders in their own communities. Founded in 1954 by Father William Wasson, NPH supports nearly 8,000 children, both inside and outside our homes, ensuring they have a safe and nurturing place to live, an education, clothing, healthcare, and a strong family support system. In addition, NPH's St. Damien Pediatric Hospital in Haiti is the only pediatric medical facility in the entire nation of 11.5 million people, employing more than 500 Haitians and serving thousands of children and expectant mothers each year.

NPH USA, headquartered in Chicago, is an organization dedicated to raising funds for the programs of NPH International through the work of fundraising teams distributed across the three geographic U.S. areas of West and South; Midwest; and East Coast. NPH International, headquartered in Mexico, is also supported by other fundraising offices in Europe, Australasia, and Canada.

Mission

NPH USA connects supporters' passions and interests to the transformational work of Nuestros Pequeños Hermanos impacting the lives of children, families and communities in Latin America and the Caribbean.

Vision

We envision a world where vulnerable children, families, and communities have access to the resources and opportunities they need to thrive.

Organizational Imperatives

- Honor Donor Relationships
- Fulfill Commitment to NPHI
- Live the Values of Fr. Wasson

Values

- Show GRATITUDE in all we do
- Foster authentic RELATIONSHIP and true connection
- Act with INTEGRITY always
- Accept RESPONSIBILITY for our mission and our commitments
- Work in COLLABORATION to achieve more together
- Operate with TRANSPARENCY and honesty
- Embrace DIVERSITY, EQUITY and INCLUSION, building a better organization and a better world

POSITION SUMMARY:

The Donor Gift Management Specialist is part of a donor care team at the national headquarters in Chicago, Illinois responsible for working closely with the donor relations team to provide an engaging and rewarding donor experience to our supporters. To accomplish this goal, the Donor Gift Management Specialist is responsible for providing accurate, complete, and timely communications to donors when receiving and acknowledging their contributions.

It is expected that the Donor Gift Management Specialist is a technically proficient, highly organized team player who embodies a clear understanding and passion for NPH USA's mission, vision, organizational imperatives, values, diversity, equity and inclusion.

PRIORITIES AND RESPONSIBILITIES:

- Provide exceptional customer service when handling donor inquiries
- Work collaboratively to process, record, and reconcile donor charitable contributions
- Draft and send donor gift acknowledgements and tax receipts
- Manage donor information and communications in NPH USA's CRM database
- Provide onsite support at major fundraising events
- Coordinate donor care processes to provide a seamless, exceptional donor experience
- Administer mobile/event management platforms
- Participate in the financial month-end close process
- Prepare ad-hoc reports as requested
- Other duties as assigned

IDEAL EXPERIENCE AND PERSONAL CHARACTERISTICS:

Candidates should have the following type of experience and characteristics:

- College degree or equivalent training
- Strong communication skills with previous customer service experience
- Detail-oriented with excellent organizational skills
- Ability to work independently and multi-task to thoroughly complete concurrent projects
- Ability to learn new systems is required; experience with Salesforce.com preferred
- A team player in a small office environment
- Willingness to have flexible work hours as needed
- Willingness to travel within the U.S. as needed (up to 3-5 times a year)
- Experience working with Outlook, Word, Excel, Adobe PDF

HOW TO APPLY:

Send resume and cover letter to 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.