



NPH USA
Raising Children. Supporting Families.
Transforming Lives.

Employment Opportunity

POSITION: Donor Care and Fundraising Event Manager
LOCATION: Chicago, IL
REPORTS TO: Director of Administration
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 Care and Fundraising Event Manager 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 through our donations processes and major fundraising events. To accomplish this goal, the Donor Care and Fundraising Event Manager is responsible for ensuring that donors receive accurate, complete, and timely communications regarding their contributions. Additionally, the Donor Care and Fundraising Event Manager will lead administrative coordination of fundraising events nationwide.

It is expected that the Donor Care and Fundraising Event Manager 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:

Gift Processing Management (50%)

- Provide exceptional customer service when handling donor inquiries
- Work collaboratively to process, record, and reconcile donor charitable contributions
- Audit donor gift acknowledgements and tax receipts to sponsors
- Manage donor information and communications in NPH USA's CRM database
- Coordinate donor care processes to provide a seamless, exceptional donor experience
- Participate in the financial month-end close process
- Manage account wires, stocks and event disbursements
- Confidently lead a department, and provide ongoing professional employee development
- Work closely with Accounting Department to ensure seamless gift reconciliation
- Identify opportunities for continued department efficiencies and area support within processes
- Other duties as assigned

Special Events Management (50%)

- Provide onsite support at major fundraising events across the nation
- Manage and act as point of contact for events giving platform (e.g. OneCause/Bidpal)
- Communicate and coordinate administrative needs for major events in all fundraising areas
- Meet with key leadership team members to gather feedback and implement strategic efforts
- Identify proper integrations and align efforts between the Gift Processing Department and Fundraising Events.

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 and time management skills
- Ability to work independently and multi-task to thoroughly complete concurrent projects
- Ability to learn new systems is required; experience with Salesforce and/or OneCause preferred
- A team player in a small office environment
- Analytical and solution-oriented
- Remains donor-centric through an operational lens
- Willingness to have flexible work hours as needed
- Willingness to travel within the U.S. as needed
- Experience working with Outlook, MS Teams, Word, Excel, Adobe PDF

HOW TO APPLY:

Send resume and cover letter to recruiting@nphusa.org by **September 18th, 2024**. 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.