



## Employment Opportunity

**POSITION:** Gift Processing Coordinator  
**LOCATION:** Chicago, IL  
**REPORTS TO:** Comptroller  
**COMPENSATION:** \$45,000-\$50,000

### **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 is supporting nearly 9,000 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, a fundraising organization for NPH International, is headquartered in Chicago with regional fundraising offices across the US. NPH International is headquartered in Mexico, with other fundraising offices across Europe and the Americas.

### **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

## **BENEFITS**

At NPH USA, we're deeply committed to both our mission and the people who help drive it forward. Our benefits plan is designed to support and empower our dedicated team with competitive offerings, including comprehensive medical, dental, and vision packages. We provide cell phone reimbursement, life insurance, and a 403b plan with a generous company match to help you plan for the future. We believe in the importance of work-life balance, which is why we offer a generous paid time-off program to help you recharge and thrive. At NPH USA, we foster a community of passionate individuals who are supported, valued, and equipped to make an impact.

## **POSITION SUMMARY**

The Gift Processing Coordinator is dedicated to delivering a high-quality, end-to-end donor experience by serving as a trusted primary point of contact for donor inquiries and support. This role partners closely with Donor Relations and national operations teams to provide timely, thoughtful, and discreet donor care while ensuring accurate and compliant gift processing across all giving channels. The position also supports fundraising events, maintains donor data integrity, and contributes to continuous improvements that strengthen donor trust, stewardship, and engagement.

## **PRIORITIES AND RESPONSIBILITIES**

### **Donor Relationship Management**

- Partner with Donor Relations and national operations teams to deliver a seamless, fulfilling, end-to-end donor experience
- Serve as a primary point of contact for donor inquiries, providing exceptional donor care and resolving complex or sensitive issues with the appropriate level of discretion
- Ensure timely, accurate donor communications, including gift acknowledgments and tax receipts, in alignment with best practices and compliance standards

### **Gift Processing Operations**

- Receive, process, record, and reconcile all gift types, including cash, checks, credit cards, ACH, wire transfers, stock gifts, and disbursements from digital fundraising platforms
- Conduct regular audits of donor records, gift acknowledgments, and bank reconciliations to ensure accuracy, compliance, and adherence to internal controls
- Collaborate with other national operations teams to maintain, enhance, and implement standard operating procedures (SOPs)

### **Fundraising Events & Giving Platforms**

- Provide support for major fundraising events, with an emphasis on donor care and stewardship
- Serve as a primary administrator for fundraising event platforms (e.g. OneCause)
- Maintain accurate donor records across NPH USA's CRM and digital crowdfunding and peer-to-peer fundraising platforms

### **Performance Measurement & Process Improvement**

- Identify, recommend, and implement process improvements to enhance efficiency, accuracy, and the overall donor experience
- Prepare ad hoc reports and provide data insights to support operational needs and strategic decision-making
- Support organizational initiatives, special projects, and evolving donor engagement strategies in a fast-paced, dynamic environment

## **IDEAL EXPERIENCE AND QUALIFICATIONS**

- Bachelor's degree in business or equivalent training
- Excellent written and verbal communication skills, with prior customer service experience
- Exceptionally detail-oriented, with strong organizational, time management, and multitasking skills
- Proven ability to work independently while contributing effectively within a small, collaborative team
- Analytical and solution-driven, with a strong donor-centered mindset
- Quick learner, comfortable navigating and mastering new technologies; familiarity with Salesforce or OneCause is preferred
- Proficient in Microsoft Outlook, Teams, Word, Excel, and Adobe PDF
- Flexible availability, with willingness to work varied hours and travel domestically as needed

## **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.