Donor Care Specialist

Who is Water Mission?
Water Mission is a rapidly growing Christian engineering nonprofit working to end the global water crisis by building safe water, sanitation, and hygiene solutions in developing nations and disaster areas. Guided by love, excellence, and integrity, we are driven to share clean, safe water and God’s love with all. To date, we have had the honor of serving more than 4 million people in 55 countries. Working at Water Mission is as much a calling as it is a career, and we are searching for people with the courage, passion, and drive to help us change the world.

What is the opportunity?
The Donor Care Specialist is a critical member of the Volunteer and Investor Partnerships division at Water Mission and is responsible for representing the ministry of Water Mission to a broad audience of partners and prospective partners through inbound and outbound communication through phone, email, and letter correspondence. In addition, this role is responsible for day-to-day gift processing and the acknowledgment of gifts, the accuracy of donor records, and quality assurance for the ministry’s constituent database, The Raiser’s Edge. The Donor Care Specialist also provides ministry support for Volunteer and Investor Partnership initiatives as needed. This full-time position is based out of the headquarters in Charleston, SC, and reports to the Donor Care Manager. In the first 12 months in this role, a successful Donor Care Specialist will:

- Share with guests, donors, and prospective donors how to participate in ministry with us through prayer, scripture, encouragement, and giving
- Assist guests, donors, and prospective donors with website navigation, financial transactions, account maintenance and problem resolution in a timely manner, with a relational heart
- Help with outbound calls including appreciation calls to volunteers and churches, volunteer scheduling and information-sharing, and donor event RSVPs
- Read and interpret donor requests; analyze needs; research project information, donations, and previous communications in donor records; compose responses; and document conversation
- Manage the execution of daily gift processing from beginning to end, working with others on the Donor Care Team and Accounting Department to reconcile items
- Process and handle financial transactions and other donation issues, including credit card and banking information with a problem-solving approach to identify and resolve transition errors
- Assist with review of gift batches as assigned
- Manage acknowledgement, receipting, and tribute card process; track matching gift companies and pledges; maintain constituent files by timely and accurate data entry
- Generate monthly metric reports, design and produce queries, lists, and other reports
- Support donor cultivation by research and analysis
- Support the Investor Partnerships department by alerting Relationship Managers when major gifts come in, ensuring action items and follow-up are executed and documented; track outstanding commitments, communicate payment schedules, and produce reminders
- Support the Marketing and Communications department by ensuring mass communications are recorded accurately
- Work with volunteers to ensure mailings, data entry, and other tasks are completed
- Represent and support the ministry at special events and through community outreach
- Meet or exceed all ministry quality standards in following procedures and guidelines regarding professionalism, timeliness, and accuracy
What is required?

- Personal and growing relationship with Jesus Christ
- Bachelor’s Degree preferred
- 1 to 3 years' experience in donor relations in a nonprofit setting preferred
- Technical proficiency in database management, computer systems, and software solutions; Blackbaud experience preferred
- Ability to interact with business and ministry partners in a positive, uplifting manner
- Ability to work in a fast-paced environment and quickly solve problems as they occur
- Demonstrates a high level of integrity and excellent judgment handling sensitive and confidential information
- Comprehensive computer skills, including developing spreadsheets via Microsoft Excel
- Strong internal and external customer service focus
- Keyboarding/typing proficiency
- Strong attention to detail and process orientation
- Exceptional written and oral communication skills
- Ability to work flexible and extended hours during seasonal peaks

Interested, qualified applicants should apply at watermission.org/apply.