

**Position:** Donor Services Associate

**Job Summary:** The Donor Services Associate will play a key role in a robust Donor Services team that is integral to the organization's fundraising and operational success. Working in the organization's CRM system, the Donor Services Associate will be responsible for timely, accurate pledge data entry with supporting documentation, and continual informational data updates; will lead donor-acknowledgement and receipt processes; and will ensure high standards in data integrity by maintaining records and reports to support the organization's campaign activities. The Donor Services Associate will interact with members of Operations, Philanthropy and Finance teams in a dynamic team process.

**Organization:** Based on Jewish values, Jewish Federation of Orange County (JFOC) convenes, engages, and leads the OC Jewish community and its partners, leverages its resources to enhance and sustain Jewish life, assists Jews in need, mobilizes on issues of concern to the local Jewish community, and strengthens its bond with Israel and Jewish people globally. JFOC has been active in Orange County since 1965 and continues to be devoted to fundraising, stewardship and outreach, as well as delivering excellent programs and services. JFOC is a dynamic customer/client focused organization with a close to \$5M budget and \$3M Annual Campaign and is led by a dedicated Board of Directors and professionals. JFOC serves all of Orange County from its home within the Merage Jewish Community Center located on the Samueli Jewish Campus in Irvine, CA.

**Reports to:** Senior Director, Operations

**Advised by:** Chief Philanthropy Officer

**Position Structure:** Position onboarded through remote operations ("work from home"); expected to return to hybrid office setting per established protocols and guidelines.

**What you'll do (including, but not limited to):**

- Enter all pledges in in CRM, and create control logs for next steps in payment entry.
- Ensure transaction integrity by resourcing backup documentation to support pledge and payment entry.

- Enter new and updated constituent information received through events, pledges, staff referrals, PJ Library subscription lists, and other inputs from the organization or its community partners.
  - Interact with donors to fulfill tribute gift recognition, clarify contribution issues, and update information.
  - Generate and distribute donor acknowledgements, quarterly pledge reminders, annual tax receipts.
  - Generate donor profiles with giving history to support efforts of Philanthropy team.
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- Participate in all organization-wide philanthropic initiatives that generate revenue.
  - Work as a team with Donor Services & Operations Associate and Database Analyst/Developer and other staff as needed.
  - Other duties as assigned.

**What will lead to success in this role:**

- Exceptional attention to data accuracy.
- Strong time-management skills.
- Excellent interpersonal, written, and oral communication skills.
- Flexible, adaptable, enthusiastic attitude.
- Commitment to maintaining confidentiality of donor information.
- 2+ years of donor database experience required; Blackbaud CRM preferred.

**Benefits:**

- This is a full-time position
- JFOC provides a comprehensive benefits package

No phone calls please. Please e-mail resume and cover letter to [HR@JFFS.org](mailto:HR@JFFS.org). Only qualified applicants will be contacted. EOE.

To learn more about our vibrant community, visit [www.JewishOC.org](http://www.JewishOC.org).