

Donor Services Coordinator

JEWISHcolorado convenes, connects, invests in and protects the Jewish community in Colorado, Israel, and around the globe. During these unprecedented times, JEWISHcolorado is at the forefront of Jewish advocacy, promoting safety and security, and educating our Jewish community.

Position Summary:

The Donor Services Coordinator plays a critical role in supporting the fundraising and stewardship activities of JEWISHcolorado. This position is responsible for gift processing and donor data management for contributions under \$10,000, ensuring the timely and accurate recording of gifts, pledges, and donor information.

Working closely with Development and Finance, the Coordinator is responsible for donor communication workflows, including acknowledgements, pledge reminders, campaign correspondence, and other donor stewardship processes. The position also provides administrative and data-entry support for Foundation and donor-advised fund activities, helping maintain accurate records and exceptional donor service across the organization.

The ideal candidate is highly organized, detail-oriented, customer service focused, and comfortable working within CRM systems and complex data environments.

PRIMARY RESPONSIBILITIES

Gift Processing & Data Management (50%)

- Process and enter gifts, pledges, payments, event revenue, tributes, and donor information for gifts under \$10,000.
- Review gifts and supporting documentation to ensure accuracy and completeness.
- Maintain donor records within the CRM, including contact information, relationships, and giving history.
- Partner with Finance to reconcile gifts, pledges, and donor records.
- Archive gift documentation and donor correspondence in organizational recordkeeping systems.
- Monitor data integrity and proactively identify and resolve inconsistencies.
- Respond to internal requests regarding donor giving history, pledge balances, and donor records.

Administrative Support (25%)

- Support the Chief Development Officer with calendar scheduling and administrative tasks.
- Provide data entry and administrative support for Foundation activities, including donor-advised fund and endowment-related transactions.

- Assist with maintaining accurate Foundation constituent and fund records.
- Support reporting and documentation needs for the Foundation.
- Coordinate donor and fundholder information updates as needed.

Donor Communications & Stewardship Support (20%)

- Oversee donor communication workflows, including acknowledgements, tribute letters, pledge reminders, tax receipts, and campaign correspondence.
- Ensure donor communications are timely, personalized, and aligned with organizational standards.
- Serve as a frontline resource for donor inquiries regarding gifts, pledges, and account information donor giving below \$1,000

Reporting & Special Projects (5%)

- Generate routine reports for Development and Foundation staff.
- Assist with audits, campaign reconciliation, and database cleanup projects.
- Participate in process improvement initiatives to enhance data quality and donor experience.
- Support special projects and events.

Qualifications

- Exceptional attention to detail and commitment to data accuracy.
- Strong customer service orientation and ability to interact professionally with donors, volunteers, and colleagues.
- Excellent organizational, time management, and project coordination skills.
- Strong written and verbal communication abilities.
- Ability to handle confidential donor information with discretion and professionalism.
- Demonstrated ability to work collaboratively across departments.
- Problem Solving and continuous improvement

Demonstrate JEWISHcolorado's Core Values:

- Effective collaboration
- Open and respectful communication
- Reliability and accountability
- Critical thinking, innovation, and creativity
- Being a good ambassador for the organization

Education & Experience

- Bachelor's degree preferred or equivalent professional experience.
- Minimum 3 years experience in donor services, gift processing, customer service, development operations, or related administrative work.



- Experience working with CRM databases, preferably Microsoft Dynamics.
- Proficiency in Microsoft Office applications, particularly Excel and Outlook.
- Experience in a nonprofit fundraising environment preferred.

Position Type: 37.5-hours per week, in-person 4 days each week, exempt.

Benefits: 20 days vacation, 8 national holidays, 17 Jewish holidays, 10 days sick leave, FSA, HSA, HRA, health, vision, dental, disability, and life insurance; 401(k) match, gym membership. Great work-life balance.

Salary Range: \$62,000-\$65,000/year

To Apply: Please forward a resume and cover letter to Staffing@JEWISHcolorado.org.