

DONOR MANAGER



ABOUT THE ROLE

This role monitors donations to Linguæ Christi from individuals, churches, and other organisations. Linguæ Christi receives donations primarily in the U.S. and in the UK from two online giving platforms, but other donations also arrive via cheque and bank transfer. Occasionally donations are sent from other places in the world. This role is responsible for tracking donations, providing regular reports to the Honorary Treasurer and the Board of Trustees, and thanking donors. This role could be combined with another role in advancement or fundraising.

ESSENTIAL TASKS

- Thank donors for their gifts and invite them to subscribe to newsletter or connect in other ways
- Track gifts in Xero and/or Salesforce
- Provide reports of regular and one-time donations to the Board of Trustees
- Thank donors on social media giving platforms, like Facebook

IMPORTANT TASKS

- Develop automated thank you email in cooperation with bookkeeper
- Invite people to start fundraisers on Facebook

HOURS PER MONTH

- 3-6 hours per month
- These hours will grow in the event we receive more donations.

ABOUT THE DONOR MANAGER

EDUCATION AND TRAINING

- A background in customer service would be helpful.
- Familiarity with tracking customers or donors in databases is ideal.

- Familiarity with social media platforms like Facebook and Instagram
- Familiarity with newsletter platforms like Mailchimp

SKILLS AND GIFTS

- Comfortable working in front of a computer
- Ability to operate in a professional manner when communicating online
- Good attention to detail
- Willingness to learn new systems and practices
- Can work independently

INDUCTION AND SUPPORT

Aside from a general introduction to Linguæ Christi's mission and team, this role will require six hours of induction on the following topics:

- Learn about donation streams for Linguæ Christi along with basic introduction to donations in Xero (1)
- Salesforce database tutorials (2)
- Apply tutorial knowledge to donor management in Salesforce (2)
- Introduction to Facebook business suite (for messaging) and Mailchimp audience management (for subscriptions) (1)

This role will be supported by Linguæ Christi's Honorary Treasurer and will collaborate with personnel and volunteers involved in advancement and bookkeeping. Please contact info@linguaechristi.org for more information.