

## Position Description

**Title:** Donations Support Assistant**Reports to:** Director of Donations Support**FLSA Status:** Non-Exempt**Supervises:** N/A**Hours:** 20-24 hours per week

### Purpose

As part of the Finance team at ANM, the Donations Support Assistant is responsible for maintaining the integrity of our donations processing and communicating with donors as necessary. They help ensure that our donors, partners, staff, and auditors are assured that all donations are properly received and accounted for throughout the fiscal year.

### Responsibilities and Tasks

- Perform all job responsibilities for the purpose of carrying out ANM's mission to advocate for, encourage, and equip indigenous missionaries around the world
- Complete all work in compliance with ANM's policies and procedures and coordinate with relevant staff, ensuring strong communication and smooth execution of all initiatives
- Open and distribute all mail daily
- Follow the operation procedure for processing funds and entering donations into the donor database to the proper ministry codes
- For check donations, scan the checks into the Wells Fargo deposit system, verifying the deposit balances to the checks recorded
- For cash, complete a deposit slip and deposit it in the bank within 72 hours of receipt of the funds
- Assist in generating receipts for all donations and preparing the receipts for mailing
- Perform other duties as assigned by the Director of Donations Support or the Director of Finance

### Key Performance Metrics

- Exhibit the organizational values of ANM: Christ-centered, relationships, integrity, and stewardship
- Donations received are processed in a timely manner
- The donor database is accurate and up to date
- All incoming communication is responded to in a warm and helpful manner within a 24-hour time period

### Qualifications

#### **Experience**

- Administrative work experience, including data entry and customer service
- Working with donation management software (Salesforce a plus)

#### **Skills and Competencies**

- Proficiency in working with numbers and financial/data reports
- Attention to detail
- Comfortable talking with donors to receive donations and solve necessary problems
- Quick learner who is eager to learn new skills and processes