



GIFT DATA AND SYSTEMS SPECIALIST

OPPORTUNITY

[Shoes That Fit](#), is a highly respected and growing national nonprofit with headquarters in Claremont, California dedicated to providing brand new athletic shoes to children in need throughout the United States. We are seeking a detailed gift processing professional who excels at using technology and enjoys findings solutions to join our team as our Gift Data and Systems Specialist!

JOB SUMMARY

The Gift Data and Systems Specialist manages the daily functioning of the gift processing system and data to ensure smooth operation and accuracy. This vital role serves as a gift processing system expert, from initial donation through acknowledgement letter generation. The position identifies, analyzes and resolves most system issues; and works with the Information Technology (IT) team on most complex technical issues. The position generates reports from the Customer Relationship Management (CRM) database and related systems; and collates data and prepares reports for financial and statistical purposes. The position also processes complex incoming financial and gift-in-kind donations; serves as an entry point of contact for Shoes That Fit (STF) with donors, school liaisons, and the public; coordinates requests for shoes from local schools and organizations; and provides general administrative, finance and human resources support for the organization.

This position will be located at our Shoe Bank and National Distribution Center in Upland, CA. The position reports to the Manager of Administration and is part of a collaborative team that receives and processes donations, coordinates shoe orders from local schools, and provides a broad range of administrative, financial and human resources support for Shoes That Fit.

TYPICAL DUTIES AND RESPONSIBILITIES

Donation Procedures and Processing

- Manages the daily functioning of the gift processing system and data to ensure smooth operation and data integrity.
- Generates standard and custom reports from data systems; independently prepares specialized queries requiring knowledge of basic report building and data within the system; collates data and prepares reports for financial and statistical purposes; reviews and analyzes data to ensure accuracy and identify issues.
- Troubleshoots and resolves gift processing system issues and questions; works with IT staff members to resolve the most complex technical issues.
- Processes all types of incoming financial and gift-in-kind donations, with a focus on the most complex donations including but not limited to stock donations and donations through third party platforms; records donations in the CRM (Salesforce and related software) and prepares and provides written acknowledgement to donors; sends cards for donations submitted in honor of others.

- Identifies and resolves complex donation processing issues, including sensitive inquiries from donors and missing information; coordinates resolution of donation processing issues with other members of the organization as needed.
- Serves as a liaison for offsite chapters; maintains financial records of donations to and receipts from offsite chapters.

Customer Service

- Assists with administration and maintenance of the phone system for the organization.
- Serves as an initial point of contact with donors, school liaisons, and the public through telephone, email and walk-in visitors; provides friendly, accurate information as needed.
- Receives online forms from the Shoes That Fit website for requests for shoes and/or other requests; determines appropriate action based upon request; and prepares a response and/or refers to other staff members for response.

Shoe Requests from Local Schools/Organizations

- Receives and processes requests for shoes from local schools and other approved organizations through the online Order Management System (OMS); identifies and resolves issues with the OMS system.
- Prepares invoices for shipping costs and ensures payment by schools receiving the order.

Administrative Procedures and Support

- Recommends, documents, and implements gift processing, shoe orders and other office-related procedures.
- Receives and processes mail; manages STF postage account and prints postage; delivers mail between two local Shoes That Fit offices.
- Prepares and maintains paper and electronic office files; coordinates document destruction at end of storage periods in coordination with the Manager of Administration.
- Maintains office supplies and equipment; purchase office supplies as needed.
- Performs other financial-related assignments such as preparing documentation for the annual financial audit; reconciling credit card receipts; and/or processing bills for payment;
- Completes human resources-related assignments, such as collecting and organizing forms and policies, coordinating mandated training, and scheduling hiring interviews.
- Completes other projects and duties as assigned

QUALIFICATIONS

- Three (3) years of experience processing financial and gift-in-kind donations and/or other similar accounts receivable duties for a nonprofit organization.
- Some college education is desirable.
- Experience with Salesforce, Blackbaud Raiser's Edge or other customer relationship management (CRM) programs.
- Experience with online donation or payment platforms (such as GiveSmart, JustGiving, Click N Pledge, Benevity) is highly desirable.
- Ability to identify, analyze and resolve donation and related system issues.
- Reliable, hard worker with a positive outlook and excellent attention to detail.
- Ability to represent the organization in a professional and businesslike manner.
- Ability to be a team player and comfortable working in a variety of capacities across the organization in support of the mission.

- Excellent written and interpersonal communication skills.
- Proficient in email, word processing and spreadsheets, ideally with Microsoft Office 365 (Outlook, Word, Excel)
- Ability to drive to be able to deliver mail between two local Shoes That Fit Offices.
- Constantly operates a computer and other office machinery; must be able to remain in a stationary position for 50% of the time.
- A sense of humor and love of children required!

HOW TO APPLY

Submit a cover letter indicating your interest in and qualifications for the position, along with your resume, through [indeed.com](https://www.indeed.com) OR via email to Linda Matthews, Associate VP of Administration, Shoes That Fit, at jobs@shoesthatfit.org.

SALARY AND BENEFITS:

Job Type: Full-time, non-exempt

Salary Rate: \$26.00 to \$30.00 per hour

Competitive health, vision and dental; generous 403(b) retirement contribution plan with company match; Employee Assistance Program; holidays, vacation and sick time.

Shoes That Fit provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.