



## Aga Khan Foundation, USA

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# Donor Services Associate

**LOCATION:** WASHINGTON, D.C.

**REPORTS TO:** MANAGER, DONOR SERVICES

### **ABOUT AGA KHAN FOUNDATION U.S.A. (AKF USA)**

Established in 1981, AKF USA is a private, non-denominational, non-profit international development organization committed to breaking the cycle of poverty across Africa and Asia. As a member of the Aga Khan Development Network ([www.akdn.org](http://www.akdn.org)), one of the world's largest development organizations, AKF works to empower communities and individuals, often in disadvantaged circumstances, to improve their quality of life, especially in Africa and Asia.

### **POSITION SUMMARY**

AKF USA is seeking to hire a Donor Services (DS) Associate to add to a team of three on the Donor Services team. The Donor Services Associate will enter and manage donor contributions within our database/CRM. DS Associate will be customer service focused and respond to donor inquiries in a timely fashion. DS Associate will ensure receipt of matching gift contributions and soft-credit applications. DS Associate will also manage monthly EFTs, and assist in developing training materials for field volunteers. Some travel is required for events. Evening/weekend work may be required occasionally. This position is full-time/exempt and reports to the Manager, Donor Services.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Enter and maintain contributions in CRM database.
- Assist Donor Services team in the management and regular clean-up of CRM records and data.
- Manage donor services email inbox.
- Respond to donor/volunteer calls & emails.
- Maintain and reconcile online contributions.
- Manage EFT contributions.



- Generate and send out donor contribution receipts and statements.

## **REQUIRED QUALIFICATIONS**

- Bachelor's Degree in Business or Accounting (Some knowledge of basic accounting principles is required to successfully carry out duties).
- 1-2 years of relevant working experience
- Experience working with CRM's or databases (Particularly EveryAction, NGPVAN,
- Raiser's Edge/NXT, Salesforce, DonorPerfect, etc.).
- Advance proficiency in Microsoft Office (particularly Excel).
- Excellent inter-personal and communications skills.
- Ability to work in a fast paced, culturally diverse environment.
- Excellent writing, editing, and oral presentation skills.
- Excellent organizational, communication and leadership skills.
- Knowledge of database systems and fundraising business processes a plus.
- Experience with EveryAction CRM a plus.
- Undertake special projects under the direction of the department manager.

## **COMPENSATION PACKAGE**

- Salary range: \$50 – \$55k , based on experience and qualifications.
- Medical, dental and vision plans with 100% of the cost of the premiums for employee only covered by AKF.
- Life, AD&D, STD and LTD insurance sponsored 100% by AKF.
- Section 125 Plans / FSA.
- 401(k) with generous 8% employer contribution after one year of service.
- 15 paid vacation days plus 12 paid sick days per year.
- Up to 12 weeks of paid parental leave.
- And more...

## **APPLICATIONS**

Interested applicants Please submit a resume and cover letter together with the names and contact details of three professional references to: [humanresources.akfusa@akdn.org](mailto:humanresources.akfusa@akdn.org) subject line: **Donor Services Associate**

Deadline for application: **March 4<sup>th</sup> 2022**



AGA KHAN FOUNDATION

**DONOR SERVICES ASSOCIATE**

*AKF USA is committed to advancing gender equality and inclusion through our programming and operations in the USA and overseas. AKF USA employees requires all employees to review and abide by the AKF Gender Equality Policy.*

*AKF USA recognizes the importance of safeguarding and is committed to ensuring it manages a wide range of risks such that beneficiaries, staff, other associates, and the organization as a whole are kept safe from harm. AKF USA requires all employees to review and abide by the AKF Safeguarding Policy.*