

## Job Description

### Donor Services Associate

Location: Washington DC

Duration: Temporary (4 months)

Reports to: Donor Services Manager

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

The Aga Khan Foundation is a leading global development organisation working to tackle the root causes of poverty. For more than 50 years, we have helped create strong community institutions that support sustainable, locally driven initiatives to improve the lives of millions of people. By combining local knowledge with global best practices, we strive to bring about transformative and long-lasting improvements to quality of life.

Working alongside the agencies of the Aga Khan Development Network and through partnerships with local communities, civil society and business as well as governments and international aid agencies.

**We are building a future where we all thrive together.**

Learn more: <https://www.akfusa.org>

#### **TEMPORARY POSITION SUMMARY**

AKF USA is seeking to hire a Donor Services Associate to support 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. This position is temporary and reports to the Manager, Donor Services.

#### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Enter and maintain contributions in EveryAction 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
- Manage EFT contributions

## REQUIRED QUALIFICATIONS

- Bachelor's degree in business or accounting (Some knowledge of basic accounting principles is required to successfully carry out duties)
- 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

**The salary range for this position is \$20 to \$25 per hour.**

**Qualified applicants please submit a resume and cover to:**  
**[humanresources.akfusa@akdn.org](mailto:humanresources.akfusa@akdn.org) subject line: "Temporary – Donor Services Associate"**

Deadline for application: **June 30 2024**

*Only shortlisted candidates will be contacted. Applications will be reviewed on an ongoing basis. Please note that applicants must be eligible to work in the USA without employer's sponsorship and should confirm their eligibility in the cover letter.*

*AKF-USA is committed to advancing gender equality and inclusion through our programming and operations in the USA and overseas. AKF-USA employees require 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 are kept safe from harm. AKF-USA requires all employees to review and abide by the AKF Safeguarding Policy*