

**FOOD BANK OF THE SOUTHERN TIER
POSITION DESCRIPTION**

POSITION TITLE: Data Entry Specialist
DEPARTMENT: Development
POSITION LEVEL: Mid-Level Admin Support

STATUS: Non-Exempt
W/C# / EEO#: 8810 / 5
GRADE LEVEL: 250

PRIMARY FUNCTIONS:

The Data Entry Specialist ensures efficiency and timeliness in processing donor information and donations using best practice techniques to maintain optimal data integrity. This position plays a critical role in donor communication, which has a potential financial impact on fundraising. Required skills include time management, curiosity, exceptional attention to detail, accuracy, ability to work independently, forward-thinking, and not being afraid to ask questions while seeking correct answers. This position works closely with the Development/Community Engagement, Business Services, and Finance teams.

SPECIFIC DUTIES:

Gift entry

1. Manage gift entry procedure and process, review, and commit daily gift batches, including online, direct deposits, recurring gifts, employee gifts, and gifts in kind in a timely and accurate fashion, adhering to the Food Bank's policy of a 24-48 hour turnaround for gift receipt/acknowledgment process.
2. Analyze gifts to determine proper coding, including the selection of campaigns, funds, appeals, tributes, etc. for each gift to be set up and processed.

Financial reconciliation

3. Work with the Business Service department on a daily, weekly, and monthly basis to balance database records to bank deposits, including but not limited to mid-month reports month-end balancing, and payroll reports, ensuring accurate data entry for financial reporting.

Data integrity management

4. Solve complex situations with a willingness to ask questions and dig deeper in order to find a resolution.
5. Perform annual, quarterly, and monthly data clean up as scheduled in department work plans, and as requested.
6. Review and edit gift batches daily for accuracy.
7. Audit records monthly as part of close of month and adjusts discrepancies.
8. Update biographical information in constituent records with a goal of having as complete and accurate constituent records as possible.
9. Maintain the confidentiality of donor records.

Office support

10. Work with the Development & Community Engagement team to understand workflows and standard operating procedures.
11. Responsible for affixing postage to outgoing mail and daily mail drop off to the post office.
12. Assist with generating monthly, quarterly, and annual fundraising reports.

Training and professional development

13. Consistently attend trainings on Raiser's Edge for best practices and software updates.
14. Assist in the training of all staff that use Raiser's Edge.
15. Other duties as assigned

TITLE OF DIRECT SUPERVISOR: Annual Fund Manager

STANDARD WORK SCHEDULE: 8:00 am to 4:00 pm Monday thru Friday

WORKSITE: 388 Upper Oakwood Ave., Elmira, NY 14903

WORK FROM HOME: Not Eligible

QUALIFICATIONS:

EDUCATION: Associates Degree and/or experience equivalent with position responsibilities as defined below.

EXPERIENCE: Minimum of 3 years' experience in data entry. Fundraising environment with experience in capital campaigns/major gifts a significant plus. Experience in the food banking/non-profit industry is preferred but not required.

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ADDITIONAL REQUIREMENTS:

- Ability to handle a high volume of work in short periods with great accuracy and attention to detail.
- Proficient use of Microsoft Word, Excel, and Outlook software programs.
- Experience with the Raiser’s Edge highly preferred but not required.
- Must understand basic principles of fundraising, and the importance of entering and maintaining accurate and consistent data for gift posting, and prospect management.
- Familiarity with basic accounting practices preferred
- Must respect the confidential nature of fundraising and donor records/information.
- Ability to complete work in an efficient and timely manner.
- Excellent organizational skills, ability to ensure effective communication with donors in writing, and verbally.
- Cooperative attitude, willingness to learn.
- Ability to multi-task and prioritize.
- Willingness to foster agency, department, and program-wide cooperation and teamwork through the use of positive/constructive communication techniques duties.
- Ability to analyze and interpret data and to handle problem resolution.
- Able to maintain absolute confidentiality regarding written and verbal information.
- Demonstrate ethical business practices in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier.
- Possession of a valid Drivers’ license and a driver’s record considered acceptable by agency and insurance carrier.
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adheres to all applicable federal and state laws and regulations, including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR’s corporate compliance and ethics program.

Ability to meet the following physical requirements with or without reasonable accommodation:

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle.
- Stand, sit, walk, bend, stoop, kneel, and reach.
- Climb up or down stairs.
- Able to reach above or below shoulders.
- Occasionally lift or move objects weighing up to 10 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform certain job functions.
- Be able to read, write, and interpret written documents.

Acceptance of the Food Bank of the Southern Tier’s

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier.
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society.
- Organizational Values: Have Integrity, Be Brave, Share Your Strength, Respect Relationships and Honor the Mission

EMPLOYER’S DISCLAIMER:

- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
- This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

EMPLOYEE CONFIRMATION:

I have received and read a copy of this job description.

Signature

Date

Print Name