



Employment Opportunities/ Job Openings

Engagement Specialist **Mission Advancement Department**

Catholic Charities Atlanta is hiring a **full-time Engagement Specialist** on our Mission Advancement team. In this position, you will oversee all aspects of the donor database and analytics including documenting donor activity, gift and pledge processing, donor acknowledgements, analytics and reporting on donor activities. The Engagement Specialist will manage on-line and social media promotions, monthly giving program and annual donor appreciation campaign. This position also supports marketing and fundraising activities for Catholic Leadership Program and other marketing campaigns as needed.

Candidates should have BA/BS or equivalent, experience with donor databases, data analytics and fundraising. Experience with The Raiser's Edge preferred. Candidate must be computer proficient and have a working knowledge of Microsoft Word, Excel, and Power Point. Ability to plan, prioritize and follow-through within a given timeframe is critical. Ability to work independently and as a member of a team.

Email a **resume** and **cover letter** with "Engagement Specialist" in the subject line to:

ccaemployment@catholiccharitiesatlanta.org

Qualifying candidates will be selected and contacted for interviews.

Posted: April 26, 2019

Catholic Charities Atlanta Job Description

POSITION TITLE: Engagement Specialist

CATEGORY: Administrative Support/Direct Service

PROGRAM ASSIGNMENT: Engagement

CLASSIFICATION: Full-time, Exempt

JOB CODE: Scale Grade

QUALIFICATIONS: BA/BS or equivalent, experience with donor databases and data analytics and fundraising. Experience with The Raiser's Edge preferred. Candidate must be computer proficient and have a working knowledge of Microsoft Word, Excel, and Power Point. Ability to plan, prioritize and Follow-through within a given timeframe is critical. Ability to work Independently and as a member of a team. Must work well with deadlines.

Specific: Extensive experience using Excel spreadsheets, Microsoft Word, Power Point, and other relevant software.

GENERAL RESPONSIBILITIES: The general responsibilities of this position include the responsibilities shared by all employees of Catholic Charities Atlanta. (see separate document)

SPECIFIC RESPONSIBILITIES:

- Oversees all aspects of the donor database and analytics including documenting donor activity, gift and pledge processing, donor acknowledgements, analytics and reporting on donor activities
- Supports on-line and social media promotions and manages monthly giving program and annual donor appreciation campaign
- Supports marketing and fundraising activities for Catholic Leadership Program and other marketing campaigns as needed

Data Management and Analytics

1. Manage the donor database and donor files including developing policies and protocols governing its operations and serving as the point-of-contact for its use. Process all gifts in The Raiser's Edge including coding and entering all constituents, gifts, grants, pledges and proposals. Produce daily cash receipts journal for Development revenue. Prepare and send acknowledgement letters to all donors including managing gift acknowledgements and creating gift reports detailing corporate, foundation and individual giving. Create reports and coordinate year-end donor giving information for the audit and annual report.
2. Maintain the accuracy and currency of donor information and activities within The Raiser's Edge including support and documentation for users.
3. Provide analysis of donor activity as needed for the Engagement group and Board committees to support stewardship. Prepare bi-monthly department revenue dashboard including line-item projections and actuals.
4. Work on other special projects as assigned. Responds to and accommodates requests for data and reports according to established priorities. Screen donor database as needed for key data points.

Monthly Giving, Promotions and Campaigns

1. Develop, manage and grow monthly-giving program through marketing and relationship engagement. Grow program annually.
2. Plan and execute annual donor appreciation event in which all employees call donors to say thank you for their support. Campaign is conducted in the field offices with promotions for employees.
3. Support other promotions and campaigns as needed.

Marketing and Fundraising

1. Works closely with Mission Advancement team to create constant contact donor campaign and create donor lists for newsletters, annual report and special events.
2. Manage and support Leadership Class member's individual fundraising efforts by setting up and training them on how to use a dedicated on-line fundraising website. Provide support throughout their giving campaigns.
3. Support Faces of Hope Tours and Breakfast including working with donors who participate in the tours and analyzing donor interests for volunteering within the agency.
4. Support Parish outreach activities aimed at increasing Parish engagement and Faces of Hope tours.

General Administration:

Provides ongoing support to the Mission Advancement team as well as the Senior Leadership team of the agency.

The position handles sensitive and confidential information and must use good judgment and diplomacy in exercising these responsibilities.

The ability to work independently and multi-task with a high degree of accuracy and timeliness is essential including a "can do" approach to work and problem solving. The work environment is dynamic and on occasion fast-paced.

Necessary skill sets:

- High level of customer service
- Ability to work with donors, staff and volunteers in a supportive manner
- Strong knowledge of donors relations
- Strong organizational and analytical skills
- Excellent verbal communication skills
- Ability to excel in fast-paced, changing and challenging environments
- Competency in The Raiser’s Edge or willingness to learn the system and competency in Microsoft Office Suite

QUALIFICATIONS

- Candidate must be computer proficient and have a working knowledge of Microsoft Word, Excel, and Power Point.
- Ability to plan, prioritize and follow through within a given timeframe is critical
- Ability to work independently and as a member of a team
- Must work well under pressure

SUPERVISORY RESPONSIBILITIES: N/A

ACCOUNTABILITY: The Engagement Specialists reports directly to the Director of Engagement.

COMMENTS: The work week is 37.5 hours per week. Employee is subject to Personnel Policies and procedures prescribed for all personnel. Must have valid Georgia driver’s license, reliable personal transportation and current auto coverage. Position is non-exempt.

DISCLAIMER: This is not necessarily an exhaustive list of the responsibilities, tasks, skills, efforts or working conditions associated with the position. While this is intended to be an accurate description of the current job, management reserves the right to revise the job or require other tasks be performed when circumstances arise (i.e., emergencies, changes in personnel, rush job, technological developments, etc.)

I have received a copy of my current job description:

(Employee)

(Date)

UPDATED: May 5, 2016