

Galapagos Conservancy

Position: Donor Services Associate (Part-time)

Location: Fairfax, VA 22030

Hours: Part-time, 5-6 hours/day, 3 days/week (Wednesday and Thursday Required)
Additional hours available December to Mid-January

Start Date: July 2018

Rate: \$20.00/hour

Background:

Galapagos Conservancy is accepting applications for a part-time Donor Services Associate for its Fairfax, VA office.

As the premier advocacy organization in the United States for conservation in the Galapagos Islands, our goal is the long-term ecological integrity of Galapagos and its unique marine and terrestrial ecosystems. As part of its program priorities, Galapagos Conservancy collaborates with and funds local and international partners in projects of innovative science, public policy, and conservation. Our grants support terrestrial and marine conservation programs and research, socio-economic studies, environmentally sustainable economic alternatives for a small resident population, capacity building, and help inform public policy at a local and national level. Please visit our website at www.galapagos.org to find out more about our organization.

Job Summary:

The Donor Services Associate will report to the Director of Membership & Marketing and is responsible for tasks related to gift and acknowledgement processing. The Donor Services Associate will be the primary customer service provider, via phone and email, for GC's 10,000+ members. The ideal candidate will be an organized and systematic worker who values accuracy and clarity over speed.

Duties and Responsibilities:

- Manage the gift entry process, including but not limited to: opening mail, scanning and depositing checks electronically, charging credit card gifts, and meticulous data entry
- Manage the gift acknowledgement process, including but not limited to: sorting weekly donations by gift type, preparing and assembling letters and postcards, and mailing acknowledgement packages
- Answer donor inquiries and complaints by phone and email and enter changes accordingly in donor database
- Follow up with donors with transaction errors
- Fulfill orders placed through GC's online gift shop
- Assist in "cleaning up" and organizing existing records in the database
- Provide support to other members of the GC staff as needed and as time allows

Qualifications:

- Bachelor's degree required with 1+ year of non-profit experience or 2+ years in a position with applicable experience
- Meticulous and detail-oriented, with a true appreciation for accuracy
- Enjoys repetitive tasks and appreciates a predictable weekly schedule of duties
- Database experience. Experience with Revolution Online (ROI) preferred, but not required.
- Customer-service oriented, with solid verbal and written communication skills
- Trustworthy and able to handle confidential information
- Strong time management and organizational skills
- Proficient in Microsoft Office applications, specifically Outlook, Excel, and Word
- Interest in and understanding of general science and conservation issues
- Works easily with others in a small office environment
- Spanish language skills desirable, but not required

How to Apply: Resumes and cover letters may be submitted via email to employment@galapagos.org. The deadline for applications is 7/20/2018. Please do not follow-up unless contacted.