



## Development Support Specialist Job Description

May, 2024

Position Title: Development Support Specialist

Reports To: Director of Development

### **Summary of Responsibilities**

The Development Support Specialist will work at least 24 hours per week as the key “back office” support person for CLSO’s Development Director.

### **Position Responsibilities**

1. Ensure the integrity and completeness of CLSO’s constituent data (donors, prospects, event attendees, volunteers, alumni, parents, pastors, congregations, etc.)
2. Serve as the key person responsible for all data entry related to Raiser’s Edge
3. Create and maintain all constituent records via Raiser’s Edge
4. Assist with the creation of queries, reports, custom reports, and analyses to support the fundraising function
5. Train and support other Development staff in the use of Raiser’s Edge
6. Coordinate the handling of all online and EFT contributions
7. Compose receipt letters for signatures by the Director of Development
8. Prepare lists, letters, labels and other documents related to mail merge projects
9. Complete projects on a deadline
10. Prepare weekly deposits
11. Prepare monthly batch reports
12. Create & maintain online Classy Campaigns; Reconcile Classy campaigns with Raiser’s Edge on a weekly basis.
13. Ensure CLSO’s ability to efficiently segment audience/stakeholder demographics
14. Research and identify new donor prospects
15. Create and maintain a prospect management system
16. Screen current donor base for increased giving opportunities

17. Initiate new ways to enhance fundraising efforts
18. Provide clerical support for the professional Development staff
19. Prepare and mail annual tax statements for donors
20. Work closely with auditors and financial records office to supply necessary reports and files during annual audit
21. Prepare and mail receipt letters with tax deduction information to event attendees
22. Other duties as assigned

### **Skills Necessary**

1. The position requires exceptional analytical and interpersonal skills and a passionate commitment to customer service and satisfaction
2. Exceptional writing, proofing, and communication skills
3. Strong organizational skills
4. Meticulous attention to detail
5. Excellent problem-solving skills
6. Ability to work with minimal supervision
7. Self-motivated, responsible, dependable, and able to work collaboratively as a part of a team
8. Adept at database management
9. Stay up-to-date on mailing regulations and requirements
10. Proficiency with, or willingness to master, CLSO's fundraising software program (Raiser's Edge)
11. Strong working knowledge of Office software (Microsoft Word & Excel)
12. Enthusiasm and passion for the mission of CLSO

### **Skills Desired**

1. Ability to create, implement, and oversee a sustaining giver program
2. Ability to create, implement, and oversee an alumni engagement program and alumni scholarship program
3. Ability to create gift-appropriate acknowledgment letters
4. Working knowledge of the Donor-Centered Fundraising Model

### **Professional Expectations and Requirements**

1. Adhere to ethical Development practices and abide by the Association of Lutheran Development Executives' "Code of Ethical Principles and Practices"
2. Maintain the confidentiality of sensitive materials and information
3. Work in accord with CLSO's "Code of Conduct"
4. Thorough knowledge of CLSO's policies and procedures

### **Attributes of All Concordia Staff**

Concordia Lutheran Schools of Omaha operated as a ministry of Lutheran Church-Missouri Synod. Staff members, both called and uncalled, represent Concordia's ministry to the community and must:

1. Profess an active, Christian faith
2. Be loyal to the vision, purpose, and staff of Concordia Lutheran Schools of Omaha and seek to protect the unity among our staff and community
3. Demonstrate a Christ-like attitude through all interactions with students, families, staff, and volunteers
4. Adhere to the Personnel Manual
5. Maintain the confidentiality of sensitive materials and information

