

Nebraska Lutheran Outdoor Ministries

Job Description

Date: September, 2022

Position Title: Development Support Specialist

Reports To: Director of Development

Summary of Responsibilities

The Development Support Specialist will work up to 24 hours per week as the key “back office” support person for NLOM’s Development team.

Position Responsibilities

1. Ensure the integrity and completeness of NLOM’s constituent data (donors, prospects, event attendees, volunteers, staff alumni, camper parents, pastors, congregations, etc.)
2. Serve as the key person responsible for all data entry related to Results Plus
3. Create and maintain all constituent records via Results Plus
4. Assist with the creation of queries, reports, custom reports, and analyses to support the fundraising function, and to inform Development and Executive staff
5. Train and support other Development staff in the use of Results Plus
6. Coordinate the handling of all online and EFT contributions
7. Compose receipt letters for signatures by the appropriate Development officer or Executive Director
8. Prepare lists, letters, labels and other documents related to mail merge projects
9. Complete projects on a deadline
10. Prepare weekly deposits
11. Create and update online campaigns
12. Ensure NLOM’s ability to segment audience/stakeholder demographics
13. Research and identify new donor prospects
14. Create and maintain a prospect management system
15. Screen current donor base for increased giving opportunities
16. Initiate new ways to enhance fund raising efforts
17. Help build relationships with donors by recognizing key events in donors’ lives
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. Provide backup NLOM phone support as needed
23. 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 data base management
9. Stay up-to-date on mailing regulations and requirements
10. Proficiency with, or willingness to master, NLOM's fund raising software program (Results Plus)
11. Strong working knowledge of Office software (Microsoft Word & Excel)
12. Enthusiasm and passion for the mission, vision, and impact statement of NLOM

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 NLOM's "Code of Conduct"
4. Thorough knowledge of NLOM policies and procedures

###