

Gift Processing / Data Entry Assistant

- Job Title:** Gift Processing / Data Entry Assistant
- Based at** Hope Mission Bargain Shoppe (South Edmonton)
- Reports to:** Gift Processing Supervisor
- Hours of work:** Full time hours (between 8:00am to 5:00pm 5 days per week);
Some Saturdays and evenings may be required
- Type of position:** Full Time

JOB SUMMARY:

Accurately and efficiently processing donations and information pertaining to Hope Mission donors while also providing an exceptional customer experience to the general public.

MAJOR DUTIES AND RESPONSIBILITIES:

Administration:

- Processing a high volume of cheque, cash, and/or credit card donations on a daily basis. Tasks include entering donations, preparing them for deposit, and receipting them in adherence to Canada Revenue Agency rules and regulations.
- Verify the accuracy and completeness of recorded information and data. Identify and correct errors as needed to ensure that all information reconciles at year end in the Accounting Department
- Assist in other aspects of development including updating mail/e-mail lists, opening and sorting mail, and other tasks as needed
- Operate computers, fax machine, folding machine, postage machine, photocopier, and other office equipment.
- Prepare and mail information packages, follow-up letters, and other follow-up communications to donors as required.

- Accurate and timely recording of communication and correspondence with donors in our Raiser's Edge Database
- Maintain necessary confidentiality of all records and/or conversations pertaining to donors, donations, staff, and clients of Hope Mission.

Communication:

- Provide superior customer experience over the phone, through mail, and in-person to donors and the general public.
- Able to manage and resolve complaints and answer questions about Hope Mission in a courteous and respectful manner. Effectively and enthusiastically communicate about the work we do in the community.
- Participate in donor stewardship practices including calls, cards, and letters to cultivate support for Hope Mission and its programs. Ability to complete these tasks in large quantities as needed
- To maintain positive and professional relationships with Hope Mission employees, clients, volunteers, and Hope Mission partners
- Attendance and participation in Hope Mission special events and other projects as required.

MINIMUM QUALIFICATIONS AND SKILLS:

- University or College, Bible school/Seminary education or work experience is an asset
- Ability to communicate effectively verbally and in writing
- Administrative and organizational abilities including time management
- Ability to drive is an asset
- Working knowledge about various computer programs used in the development department (Raisers Edge and Microsoft Office programs)

OTHER REQUIREMENTS:

- **Being a Christian Organization we require our employees to be in agreement and sign the Hope Mission Statement of Faith** (<https://hopemission.com/about-us/values/>)
- **Must be legally entitled to work in Canada on a full-time basis.**
- Able to provide Criminal Record Check and Vulnerable Sector Search
- A letter of reference from a ministry or church is an asset

- Adherence Hope Mission's Policies and Procedures.

START DATE: Immediately

PLEASE SEND:

1. **Resume, and**
2. **Cover letter stating why you would like to work in a Christian Ministry**

TO: People and Culture, Hope Mission

Email: hr@hopemission.com

We thank all applicants for their interest; however only those candidates selected for an interview will be contacted.