



Position: Manager, Donor Information Services
Reports to: Director, Donor Information Services
FLSA Classification: Exempt
Department: Finance/Donor Information Services (DIS)
Full/Part-time: Full-time

Organization Summary:

Jewish Federation of Palm Beach County is a 501(c)3 nonprofit organization dedicated to transforming, inspiring and saving lives in the Palm Beaches and 70 countries around the world. Each year, Jewish Federation inspires thousands of community members to contribute, volunteer and participate in programs that generate more than \$30 million to leading a powerful impact in the community.

Position Summary:

The Manager, Donor Information Services (DIS) is responsible for supervision and oversight of the Donor Information Services (DIS) Department, including the accounts receivable/donations to the organization, and all associated tasks related to the management of data in Blackbaud CRM (SAND). In addition, the Manager functions as a business partner to the Financial Resource Development, Finance, and Information Technology Departments in support of the mission, vision, and core values of the organization.

Essential Duties and Responsibilities:

- Supervises DIS Specialists.
- Oversees the management of data in CRM including but not limited to the creation and maintenance of donor accounts, setting up fundraising campaigns, events and appeals; and confirming monthly local backups of the database.
- Oversees the processing of pledges, payments, account adjustments, event set-up, and year end reconciliations.
- Oversees Agency Campaigns through Federation including processing of revenue transactions and reconciliation with the Agency.
- Manages and resolves customer service inquiries from internal and external customers regarding pledges and payments.
- Responsible for data quality assurance.
- Processes financial correspondence related to charitable giving, including invoices, matching-gifts, IRA letters, and stock donations.
- Processes tax receipts.
- Generates monthly reports for Finance.
- Transmits data to MIP accounting software system; GL mapping and interface.
- Assists with documentation for annual financial audit as needed.

Qualifications and Success Factors:

- Bachelor's Degree in Accounting, Business Administration or Information Service required.
- Three (3) or more years of relevant work experience in database management, gift processing, accounts receivable or related field required, or equivalent combination of relevant education, experience and skills required.
- Strong knowledge of basic office computing, including MS Office (Outlook, Word, PowerPoint, Teams), Zoom and basic database skills required. Experience with advanced Excel required; experience with Blackbaud CRM a plus.



- Excellent oral and written communication skills and the ability to communicate effectively with non-technical people.
- Excellent customer service/donor relationship skills required.
- Strong organizational, time management, and workload management skills required.
- Knowledge of sales and/or fundraising preferred.
- Attention to detail; ability to work efficiently with minimal errors.
- Ability to follow instructions and standard guidelines.
- Must be able to pass Level 1 background check and credit check.
- Must be able to work off-shift hours including nights and weekends, as needed.

Work Environment:

Position is eligible to work from home ***occasionally*** in accordance with Federation policies. When working from home, employee must:

- Follow all Federation policies and procedures,
- Be available to other employees during Federation's normal business hours,
- Not work from a public place (e.g. coffee shop, library, etc.) and/or join a public, unsecure wi-fi network when working with sensitive or confidential information,
- Coordinate with IT department to maintain appropriate computer equipment and connectivity.

The Jewish Federation of Palm Beach County is an Equal Opportunity Employer.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time at the Federation's discretion. Employment is at-will, and this job description is not an employment contract and nothing herein shall be deemed to create in any way whatsoever an employment contract.

To apply online, please visit our career's [page](#). Or email your resume and cover letter to: HRrsvp@jewishpalmbeach.org.

NO CALLS, PLEASE.

Jewish Federation of Palm Beach County embraces a culture of diversity and inclusivity in accordance with our Jewish values. We celebrate the uniqueness of our community members, lay partners, and staff as varied perspectives enrich our learning and reinforce our commitment to making the world a better place. We aim to create an accessible environment that accommodates individual needs and welcomes the full participation of our community.