JOB POSTING
DONATIONS PROCESSING MANAGER

The Stephen Lewis Foundation (SLF) works with community-level organizations which are turning the tide of HIV & AIDS in Africa by providing care and support to women, orphaned children, grandmothers and people living with HIV and AIDS. Since 2003, we have funded over 1600 initiatives, partnering with more than 300 community-based organizations in the 15 African countries hardest hit by the global AIDS pandemic.

Job Summary
The Donations Processing Manager is required to provide day-to-day leadership, effective process management coaching and support for the Donations Processing Team. As a member of the Donations team, the Donations Processing Manager will work collaboratively with their team and other departments to identify potential issues that would affect the team’s processes, and develop solutions that will benefit all parties involved, with a goal of achieving the most successful outcome for all stakeholders.

Job Duties and Responsibilities

- Day-to-day management of the Donations Processing Team
- Oversee the end-to-end processing of donations and ensure they are processed accurately and within pre-established timelines and protocols
- Provide excellent donor care to all of our supporters
- Cultivate a high-performing team through informal methods, such as regular feedback and coaching, as well as the formal performance appraisal process
- Support the fundraising efforts of the organization; seeking opportunities to improve initiatives and refine donor stewardship efforts
- Work with the Database Administrator to ensure the highest level of data integrity
- Provide knowledge and expertise in donor administration systems to continuously improve on processes
- Serve as the primary liaison for donations processing-related issues for all stakeholders
- Provide expertise and support to all teams in the organization as it pertains to donations processing
- Flag problems, or potential problems, to the Director of Operations and/or Director of Finance to ensure they are reviewed and resolved quickly
- Work with the Database Administrator and the Finance Manager to meet internal deadlines
- Assist in preparation and completion of annual audit
- Other tasks as assigned
Job Requirements:

- 3-5 years of relevant experience in a Donations Processing team, including experience supervising and coaching an effective, highly interdependent team
- Post-secondary degree in a related field is an asset, or an equivalent combination of education and experience
- Expert knowledge of fundraising database software packages, preferably Raiser’s Edge
- Blackbaud Raiser’s Edge certification is an asset
- Experience working with third-party vendors, e.g. online fundraising platforms, payment gateways
- Willingness and ability to adapt to changing administrative and financial systems, with a commitment to process improvement
- Very high attention to detail, manage multiple tasks and details simultaneously
- Work effectively both independently and as part of a team
- Working with the highest level of trust and responsibility, maintain confidentiality of private data
- Ability to meet deadlines in a fast-paced work environment
- Exceptional written and verbal communication skills
- Personal commitment to the values of feminism, social justice, solidarity, collaboration and gender equality

Those wishing to apply please send your resume and cover letter, along with your salary expectations to: careers@stephenlewisfoundation.org. Please note “Donations Processing Manager” in the email subject line.

The closing date for the position is May 25th, 2018 at midnight.

Please do not call or email the Foundation about this posting. Only those selected for an interview will be contacted.

The Stephen Lewis Foundation is an equal opportunity employer.

Thank you for interest in the Stephen Lewis Foundation.