

Position Title: Mail and Records Processing Assistant  
Department: Seminole Boosters - Advancement Services  
Reports to: Gift Processing Manager  
Supervises: n/a

**Position Purpose:**

The Gift Processing department and specifically the Assistants & Specialists within are tasked with managing sensitive fiscal, biographical and demographic data for all constituents and prospects. The incumbent will be expected to maintain this information through research, data entry, clerical support and data reporting. The incumbent is expected to uphold and exemplify the operating practices that support the mission of Seminole Boosters, Inc. as the fundraising arm of the Florida State University Athletics Department. This part-time position is a critical piece in the daily operations of Seminole Boosters, Inc.

**Principal Responsibilities:**

- Responsible for providing daily accounting reports of all incoming donations and gifts received.
- Responsible for sorting and organizing all incoming donor pledges and payments in preparation for fiscal processing team.
- Provide support to the Chief Accounting Officer by collecting and distributing project payments, expenses, and contracts
- Search records using CRM database for important donor history and account information for effective communication with donors and contributors
- Consistently organize, update, and scan donor information for office productivity and functionality using PaperSave system.
- Manage front desk operations for limited time daily during lunch hour to provide receptionist relief while routing calls and information to appropriate office contacts.
- Primary overseer of return mail: organization, account updates, and re-sending of various acknowledgements and correspondence.
- Creates, edits and updates Donor database accounts and files
- Interact with donors, constituents and prospects through various methods of communication. Maintain professionalism and respect during phone, email and in-office visits as well as interactions at Booster events.
- Assist in sending bulk mailings for billings, year-end tax statements, renewals, etc.
- Expected to learn and understand FSU Athletics and Seminole Boosters Ticket Priority Policy and how it is used to determine and allocate ticket allotment as well as parking benefits.
- Maintains sensitive and non-sensitive donor information in a variety of formats including network files, digital images and physical files.
- Work in conjunction with and support Athletics Ticket Office Sales and Service staff as well as Fiscal Specialists to service all donors and requests interdepartmentally.
- Performs other duties and assists with additional projects and clerical tasks as requested
- Protects confidential information within PCI guidelines

### **Education & Experience**

- High School Degree Required; Associate's or Bachelor's degree preferred
- Minimum of 1 year of experience working in a professional office environment
- Proficiency in a networked environment with Windows with a variety of software applications including email, Excel, Word, and Web navigation

### **Skills and Abilities**

- Ability to understand complex concepts
- Ability to process complex financial data with a high level of accuracy
- Excellent communication skills to include verbal and written proficiency
- Ability to communicate accuracy of work with other staff members, and ascertain and communicate production flow needs
- Excellent organizational and administrative skills
- Customer service oriented and effective interpersonal approach
- Aptitude for understanding how information and business rules are structured
- Strong math and language skills to include spelling

### **Notes**

- Incumbent must be willing to submit to a drug and background screening.
- Position is part-time only. Incumbent should expect between 25-35 hours weekly. This range is dependent upon work flow during busy seasons.