Position Title: Gift Processing Specialist
Department: Seminole Boosters - Advancement Services
Reports to: Chief Financial Officer
Supervises: n/a

Position Purpose:
The Gift Processing department and specifically the 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 gift entry, 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 Florida State University Athletics Department.

Principal Responsibilities:
• 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.
• Perform audits and research using variety of resources to provide reports and requested information from both internal and external sources.
• Create, edit and update donor database accounts and files.
• Process and link online pledge entries and gift payments and reconcile daily settlement from online credit merchant.
• Process pledges, payments, payment plans and other revenue-based giving including: credit cards, checks, cash, EFT, matching gifts, gift-in-kind, donor advised funds, securities, real estate, revocable estates, etc.
• Maintain pledges and payments in two gift processing systems (Blackbaud CRM and Paciolan PAC Fundraising) through manual entry and manually-assisted imports.
• Complete daily reconciliation of gifts in both systems and post gifts to the general ledger.
• Produce, edit and proofread weekly printed donor acknowledgement letters for Boosters Annual Fund, Coaches Clubs, Facility, Endowments and Tributes.
• Produce, manage and send bulk mailings for pledge reminders, year-end tax statements, renewals, etc.
• Make outbound phone calls to donors without staff assignments as needed (i.e. declined credit card, payment plan updates, etc.)
• Work in conjunction with and support Athletics Ticket Office Sales and Service staff to service all donors and requests.
• Merge database information into spreadsheets to provide and validate information.
• Learn and understand FSU Athletics and Seminole Boosters Priority Policy and how it is used to determine and allocate ticket allotment as well as parking benefits.
• Protect confidential donor and organization information in a variety of formats including network files, digital images and physical files.
• Perform other duties and assist with additional projects as requested.
**Education & Experience**

- Associate’s degree required; Bachelor’s degree preferred.
- Minimum of 1 year of experience working in a fiscal 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.