

# **Nebraska Lutheran Outdoor Ministries**

## **Job Description**

Date: June, 2019

Position Title: Development Support Specialist

Reports To: Director of Development

### **Summary of Responsibilities**

The Development Support Specialist will work up to 20 hours per week as the key “back office” support person for NLOM’s Development team.

### **Position Responsibilities**

1. Ensure the integrity and completeness of NLOM’s constituent data (donors, prospects, event attendees, volunteers, staff alumni, camper parents, pastors, congregations, etc.)
2. Serve as the key person responsible for all data entry related to Results Plus
3. Assist with the creation of queries, reports, custom reports, and analyses to support the fund raising function and to inform Development and Executive staff
4. Train and support other Development staff in the use of Results Plus
5. Coordinate the handling of all online and EFT contributions
6. Compose receipt letters for signature by the appropriate Development officer
7. Prepare lists, letters, labels and other documents related to mail merge projects
8. Ensure NLOM’s ability to segment audience/stakeholder demographics
9. Research and identify new donor prospects
10. Create a prospect management system
11. Screen current donor base for increased giving opportunities
12. Initiate new ways to enhance fund raising efforts
13. Help build relationships with donors by recognizing key events in donors’ lives
14. Provide clerical support for the professional Development staff
15. Prepare and mail annual tax statements for donors
16. Prepare and mail receipt letters with tax deduction information to event attendees
17. Ensure that all network server data is regularly backed up
18. Provide backup NLOM phone support as needed
19. Other duties as assigned

### **Skills Necessary**

1. The position requires exceptional analytical and interpersonal skills and a passionate commitment to customer service and satisfaction
2. Exceptional writing, proofing, and communication skills
3. Strong organizational skills
4. Attention to detail
5. Excellent problem solving skills
6. Ability to work with minimal supervision
7. Self-motivated, responsible, dependable, and able to work collaboratively as a part of a team

8. Adept at data base management
9. Stay up-to-date on mailing regulations and requirements
10. Proficiency with or willingness to master NLOM's fund raising software program (Results Plus)
11. Strong working knowledge of Office software (Microsoft Word & Excel)
12. Enthusiasm and passion for the mission, vision, and values of NLOM

**Professional Expectations and Requirements**

1. Adhere to ethical development practices and abide by the Association of Lutheran Development Executives' "Code of Ethical Principles and Practices"
2. Maintain the confidentiality of sensitive materials and information
3. Work in accord with NLOM's "Code of Conduct"
4. Thorough knowledge of NLOM policies and procedures

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