

**California State Parks Foundation  
Job Description**

**Title:** Donor Services Assistant  
**Reports to:** Donor Services Manager  
**Date:** June 2017

California State Parks Foundation (CSPF) is a member-supported nonprofit dedicated to protecting, improving and advocating for all of California's state parks. With our community of supporters, we deliver innovative solutions for an excellent parks system by facilitating park improvements, inspiring stewardship, supporting partners, advocating for sound policies, and connecting people to parks. Together we ensure that the natural beauty, rich culture and history, and recreational and educational opportunities of our 280 state parks are available for all to enjoy, now and for generations to come.

**Job Description:**

The Donor Services Assistant assists the Donor Services Manager with the data entry in Salesforce of donor receipts and fulfillment of donor benefits. Shares the primary responsibility for providing excellent customer service by phone and email to current and potential CSPF donors. Strong attention to detail and accountability for accuracy are essential.

**Responsibilities:**

- Ensure a high level of donor satisfaction through effective record-keeping, accurate data entry, prompt responses to feedback and courteous customer service by phone, email, or letter.
- Assist with monitoring all giving portals and entering gifts into the Salesforce database. This includes lockbox, online, in-house credit cards, in-house checks, stock gifts, and EFTs.
- Assist with resolving discrepancies and balancing daily accounts.
- Assist with conducting donor gift acknowledgement in a timely manner to the mail house and in-house.
- Assist with in-house checks process.
- Process in-house credit card charges.
- Consult in developing policies and messaging related to Donor Services
- Assist with merging, filing and storage of donor records
- Participate in planning sessions aimed at improving the Annual Giving Program
- Maintain archives of donor records and materials
- Other duties as needed

**Qualifications:**

- Associate degree required with combined relevant experience
- Exceptional attention to detail a must
- Excellent written and oral communication skills
- Customer service experience
- Data entry or Salesforce experience preferred
- Highly organized and able to prioritize tasks
- Highly skilled with Microsoft Word and Excel
- Ability to work independently and collaboratively within a team-oriented environment
- Ability to think critically and solve problems

- Support and enthusiasm for the mission of California State Parks Foundation.

**Timetable:**

Please send letters of interest and resumes to Travis Hattori, Donor Services Manager, at [travis@calparks.org](mailto:travis@calparks.org) and include Donor Services Assistant in the subject line.

The California State Parks Foundation is an Equal Opportunity Employer. Qualified applicants with arrest and conviction records will be considered for the position in accordance with San Francisco Fair Chance Ordinance, Police Code, Article 49.