

Gifts of Service Coordinator

Seva Foundation, Berkeley, California

Seva Foundation seeks a highly competent Gifts of Service Coordinator to join our diverse and committed team.

Seva (say-va) is a Sanskrit word for service. Seva Foundation was founded in 1978 with a mission to alleviate suffering caused by poverty and disease. Best known for our sight-restoring eye care programs in Asia and Africa, we also work with indigenous communities in Guatemala and Mexico, along with Native American communities — supporting projects in the area of health and wellness, community development, environmental protection and cultural preservation.

Gifts of Service (GOS) is one of Seva's primary fundraising and donor acquisition programs. Seva is experiencing dramatic growth and we are looking for an individual with a long-term commitment and a desire to help lead the expansion of our operations.

Position Description

The GOS Coordinator is a key member of the Development Department and holds primary responsibility for the daily operation of GOS, from order-taking (which includes handling donor phone calls and data entry) through order fulfillment and on-time delivery of the GOS gift cards (a database reporting and mailing operation).

During the busy holiday season (October - January), the GOS Coordinator leads a team of 15-20 temporary staff and volunteers in carrying out the GOS operations. During the other months (February - September), the GOS Coordinator, along with the Development Assistant, keeps GOS operations on schedule and assists in the GOS order entry and card fulfillment process as necessary.

The GOS Coordinator will be part of a team working to grow the program into a strong year round operation.

Primary Responsibilities

- Responsible for overseeing daily GOS floor operations, from order-taking through order fulfillment
- Coordinates the recruitment, training, scheduling and performance of all GOS temporary staff and volunteers
- Responsible for maintaining proper working condition of all GOS work stations (phones, headsets, computers, etc.)
- Serves as the public contact for GOS, ensuring that questions from donors and the public are answered quickly and in a professional, friendly manner
- Assures that all GOS donations and other transactions are processed in a timely manner and are properly entered into the donor database

- Responsible for financial reporting and monthly reconciliation with the Finance Department, and preparing reports for GOS sales and gifts performance analysis
- Monitors and keeps GOS operations within budget
- Key team member in helping to expand GOS to strong year-round campaign
- Other responsibilities as requested

Qualifications

- Bachelors degree preferred
- Experience in nonprofit fundraising operations or online marketing operations, including donor communications and telephone sales/solicitations
- Experience in coordinating and nurturing teams of staff and volunteers
- Proven skills in administrative support, budget and personnel management and program coordination
- Highly organized, detail-oriented, and capable of prioritizing a wide variety of tasks and making decisions quickly to meet swift timelines
- Experienced in use of donor database systems (Convio and/or Raiser's Edge experience preferred)
- Proficient in Microsoft Excel and Word
- A self-starter with personal initiative, able to work collaboratively as a member of a team in a fast-paced environment

Full time position, reports to Constituency Development Manager. Salary depending on experience, plus excellent benefits.

Application

To apply, send resume and cover letter to:

Hiring Manager
1786 Fifth Street
Berkeley, CA 94710

Or email to jobs@seva.org with subject line: GOS Coordinator.

Or fax to (510) 845-7410.

No calls, please!

Position is open until filled.

Seva is an equal opportunity employer.