



KidneyCancerAssociation™

Unstoppable Together.

Gift Operations Associate

Full-Time / Exempt

Salary: \$50,000 - \$65,000

Location: Houston, TX

Travel Expectation: Minimal

Report to: Director, Gift Operations

The Kidney Cancer Association (KCA) is looking for the newest member of our team. Established in 1990, the KCA is the leading renal cell carcinoma advocacy organization, providing education, research, and advocacy to the medical community, patients, and caretakers. While having an established and reputable identity, the Kidney Cancer Association has recently launched new priorities under new leadership. The new era for the KCA contains ambitious goals, and this position is crucial in fulfilling those strategic objectives.

This candidate will be instrumental in taking the Kidney Cancer Association into the next phase of kidney cancer research. This role is responsible for providing professional support related to receiving and acknowledging charitable contributions to the Kidney Cancer Association. He/She will also embody strong organizational skills, a high level of integrity and work ethic, the ability to work efficiently with a remote team, and a dedicated passion for the mission.

Responsibilities

- Prepares timely communications, including tax receipts, honor/memorial notifications and thank you correspondence to donors
- Updates donor database to ensure that the most recent donor data is recorded properly; includes creating and correcting records, documenting donor relationships, gifts, and activities, while maintaining confidentiality of donor and prospect information
- Provide frontline contact and high-quality customer service while responding to constituent requests received via phone, email, or in person and ensures appropriate resolution, escalating as necessary
- Runs gift and donor activity reports to support the team's efforts and ensure process integrity
- Assist with Duplicate Management
- Reviews mail activity and handles any parcel shipping or other actions required such as forwarding statements to Accountant or updating tribute information
- Manages acquisition and distribution of on-line store items
- Performs other duties as assigned

Education and Experience Required

- High School Diploma or equivalent
- Two (2) years related experience; experience in a fundraising office preferred; may substitute required experience with equivalent years of education beyond the minimum education requirement

Knowledge and Skills

- An authentic passion for our mission
- Familiarity of principles related to non-profit donations is preferred
- Knowledge of basic Excel and Mail Merge is required
- Strong attention to detail and organization skills
- Ability to learn tasks quickly and perform accurately

Physical Requirements

- Exerts up to 10 pounds occasionally to move objects.

Interested candidates should e-mail resume and cover letter to arandolph@kidneycancer.org.