

Organizational Background:

Helping Captives forges pathways from captivity to freedom for survivors of sex trafficking. We work with our partners to help prevent trafficking before it starts through education and training, to intervene when trafficking occurs, and to help individuals heal from the impact of trafficking through our recovery services. Helping Captives empowers people to fight trafficking and help survivors in our community, region, and nationwide, by collaborating with like-minded organizations to connect survivors with ongoing services after stabilization.

SUMMARY OF POSITION

Job Title: Donor Management Coordinator

Organization: Helping Captives

Location: Spokane, WA

Job Type: Part-time (20 hours per week)

Compensation: \$21-24 per hour

Status: Non-exempt

Reports to: Development Director

The Part-Time, 20 hours a week, Donor Management Coordinator is responsible for the accurate, timely processing of all donations to Helping Captives and for maintaining complete, up-to-date donor records in the organization's CRM. This role is also the first point of personal contact for many donors after they give: making thank-you calls, answering questions about their giving, and scheduling donor visits to Helping Captives. Accuracy, discretion, and a genuine care for donors are essential to this role.

Key Responsibilities

Donor Processing & CRM Management

- Process all incoming donations; checks, cash, online gifts, and in-kind gifts - promptly and accurately.
- Enter and update all gift and donor information in the CRM, including contact details, giving history, and designations.
- Generate and send timely, accurate donation acknowledgment letters and tax receipts.
- Reconcile donation records with the Finance department on a regular schedule.
- Maintain the integrity of donor data, flagging and correcting duplicate or outdated records.
- Run donor and giving reports as requested by the Development Director or Executive/Associate Directors.

Donor Communication & Stewardship

- Make personal thank-you phone calls to donors following their gifts.
- Build and maintain warm, professional relationships with donors on behalf of Helping Captives.

- Respond promptly and courteously to donor questions about gifts, receipts, or giving history.
- Handle donor information with discretion and in accordance with HC confidentiality standards.

Donor Visit Scheduling

- Schedule and coordinate donor visits, tours, and meetings with Helping Captives leadership and staff.
- Communicate with donors ahead of visits to confirm dates, times, and any special arrangements.
- Coordinate with relevant staff and departments to prepare for donor visits.
- Maintain an accurate calendar of scheduled donor visits and follow up afterward as needed.
- Prepare informational packets for donor visits.

Minimum Qualifications:

- High school diploma required; relevant administrative, bookkeeping, or customer service experience preferred.
- Experience with donor management or CRM software, or general data-entry experience, preferred.
- Strong attention to detail and a high degree of accuracy with data and financial records.
- Excellent phone manner and interpersonal communication skills.
- Trustworthy with confidential donor and financial information.
- Comfortable with Microsoft Office and/or Google Workspace; able to learn new software quickly.
- Self-motivated, organized, and able to manage multiple tasks and deadlines with minimal supervision.
- Reliable transportation for occasional local travel related to donor visits.
- Highly organized, ability to work independently while collaborating effectively with staff and contractors.
- Demonstrates excellence and genuine commitment to the organization's mission, vision and values.
- Passion for the mission and values of the organization.

REQUIREMENTS

Preferred Characteristics:

- Outgoing, relational, and approachable personality.
- Strong networking and relationship-building abilities.
- Self-motivated and dependable.
- Professional presence in public and community settings.
- Creative thinker with a passion for community impact and awareness-building.
- Flexible and adaptable in dynamic environments.

Equipment and Tools Used:

- Computers, copiers, printers, and phones
- Software: MS Word, Excel, PowerPoint, Outlook, Google Chrome, Virtuous

Mission Alignment:

Helping Captives is a faith-based, Christ-centered ministry. Because this role represents Helping Captives to donors and the broader community, the Donor Management Coordinator must:

- Have a personal relationship with Jesus Christ and be in agreement with Helping Captives' Statement of Faith.
- Demonstrate genuine passion for and alignment with Helping Captives' mission to fight sex trafficking and restore survivors.
- Be willing to pray with donors, staff, and survivors as appropriate.
- Uphold Helping Captives' Code of Conduct and Employee Handbook policies at all times.

Faith-based Nonprofit:

Helping Captives is a 501(c)(3) charitable, nonprofit Christian organization and Christ-centered ministry dedicated to preventing human trafficking and supporting survivors through the love, hope, and transforming power of the Gospel of Jesus Christ.

As a religious organization, Helping Captives may, as permitted by applicable law, consider an applicant's religious beliefs and commitment to its Christian mission when making employment decisions. Each position within Helping Captives is considered an essential part of fulfilling the organization's religious mission and purpose.

Helping Captives is a faith-based, Christ-centered ministry. Because this position represents Helping Captives to donors, survivors, staff, volunteers, and the broader community, this person is expected to have a personal relationship with Jesus Christ and be in agreement with Helping Captives' Statement of Faith. This person must demonstrate genuine passion for and alignment with Helping Captives' mission to fight sex trafficking and restore survivors through the love and power of the Gospel.

This person must be willing to pray with donors, staff, survivors, and others as appropriate to the role and ministry setting. This person is also expected to uphold Helping Captives' mission, values, Statement of Faith, Code of Conduct, Employee Handbook, and organizational policies and to conduct themselves in a manner consistent with the Christian character and purpose of the ministry.

Helping Captives is committed to providing equal employment opportunities to qualified individuals and does not unlawfully discriminate on the basis of race, color, national origin, sex, age, disability, or any other characteristic protected by applicable law. Nothing in this statement is intended to limit any rights or exemptions available to Helping Captives as a qualifying religious organization under applicable federal or state law.

Summary of Benefits

- Hourly wage for this position is between \$21-\$24
- 5 days of Personal Time Off (PTO) per year

- Employee discount at Helping Captives Thrift Store