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## DATA COORDINATOR / ACCOUNTS RECEIVABLE CLERK

Want to make a difference in your community? Every day, a group of talented, passionate, kind, hard-working people come together with one goal in mind – to improve our world. Specifically, we want to be sure that people in need of food receive help. We're working to *End Hunger in Our Community*.

As with other disasters our community has experienced, we find ourselves on the front lines of response and need your help to support our effort. We are looking for a driven, pragmatic individual to add to our team of highly motivated hunger relief workers.

We have a strong set of Core Values developed by and for our team. We want to be clear with one another who we are when we come to work. The overarching themes are – Show Up Together, Bring the Joy, Nurture Each Other, and Seek Excellence.

We provide food over 100,000 people in the 5 counties we serve throughout the year (1 in 6 people!). We consider our efforts to be noble, and the fight just.

Now you know about us. We're excited to find out if you're the right one to join us in this most important work.

### **JOB SUMMARY**

The Data Coordinator duties include processing all incoming donations, non-donation receipts, and reconciling activity through our donor database and accounting programs. Interactions with donors for record update and general donations questions is an ongoing activity. Daily and periodic reports are prepared for review by the Development Department.

The Accounts Receivable Clerk is responsible for contacting partner organizations for payment reminders and general monitoring of their payment activity to ensure accounts remain within acceptable guidelines.

This position serves as a back up to the receptionist and regularly assists in our Food Connections Referral Office.

### **WORKING RELATIONSHIPS**

This position works closely with other Finance team members as well as the Development team. Reporting on donor activity in real time greatly contributes to Development's ability to recognize donor activity timely. Interaction with donors to update records or to clarify donations is required on a regular basis. Outreach to our partner organization regarding payments or request for payments is also required. Due to frequent support of the Food Connection Referral Office, interacting with our Programs team is a regular occurrence.

### **MAJOR RESPONSIBILITIES AND ESSENTIAL FUNCTIONS**

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons. To perform this job successfully, an individual must have regular and reliable attendance and be able to perform each essential function from the list below satisfactorily, with or without accommodation.

- Enter donations received from a variety of inputs into our CRM database timely and accurately
- Provide daily information to the Development team regarding donor history observations
- Monitor multiple websites and download donation activity on a daily basis
- Enter non-donation receipts and summary of donation activity into accounting program
- Contact with donors to clarify donation questions, account or payment updates, and general support questions
- Daily and monthly reconciliation of all entries
- Frequent manipulation of data through Excel for reporting and reconciliation purposes
- Manage calendar of reporting requirements
- Function as back up for Food Connections Referral Office and receptionist position; must be bi-lingual (English/Spanish)
- Perform principles and practices of safety programs and processes
- In the event of a disaster all REFB staff are expected to be available for work once they have secured the safety of their homes and families.

### **SKILLS AND QUALIFICATIONS**

- Minimum of one-year experience is required.
- Strong interpersonal skills and ability to create working relationships with team, partner organizations, and donors
- Ability to process data with a high level of accuracy.
- Ability to become proficient with current CRM database and accounting software.
- Proficiency in Microsoft Word and Excel including ability to manipulate data through Excel.
- Solid problem-solving skills.
- Ability to work independently, be proactive, take initiative, and to work collaboratively.
- Ability to maintain strict confidence in all matters.
- Strong time management skills with a proven ability to meet deadlines.
- Excellent organizational skills and attention to detail to effectively and efficiently plan and execute a wide variety of tasks.
- Strong listening, speaking and writing skills.
- Ability to cooperatively work with others from diverse backgrounds.

### **WORKING ENVIRONMENT AND PHYSICAL DEMANDS**

The work environment consists of a busy office setting, but requires the employee to occasionally enter the warehouse where the work environment is loud due to equipment and machines. The warehouse temperature will vary from hot to cold depending upon the time of year.

Employees will need to have the ability to work under deadlines that may require overtime and weekend work on a periodic, but infrequent, basis.

Reasonable accommodation will be provided to enable qualified individuals with disabilities to perform the essential functions of the position so long as it does not cause an undue hardship on the REFB.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The data entry function requires that a staff member can sit or stand at a computer for several hours at a time entering or manipulating data.

While performing the duties of this job, the employee is regularly required to stand and walk; use hands to type, finger, handle, and feel, talk and hear. The employee is frequently required to reach with hands and arms above and below shoulder level. The employee is occasionally required to sit, crouch, and bend down at the waist. The employee must occasionally lift and/or move up to 20 pounds. Specific

vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

During a disaster, you and your family's safety is the first priority. As an essential service provider and, at times, a first responder, you are asked report to work as requested, or, at a minimum, to communicate your inability to report to work to your manager. Depending upon the nature of the emergency, regular staffing responsibilities may change.