



Gift Processing Coordinator

Classification: Regular Full-time; Non-exempt
Department: Development
Reports to: Donor Relations Manager
Established Date: July 1, 2026
Revised Date:

Position Summary & Purpose

The Gift Processing Coordinator supports the daily operations of the Development Department by maintaining accurate donor and gift records, processing charitable contributions, coordinating donor acknowledgements, supporting direct mail activities, providing donor customer service, and helping advance the Development team's fundraising efforts. The position helps ensure the integrity of donor information, supports accurate gift processing and acknowledgement, and contributes to an exceptional donor experience through responsible stewardship of donor data.

Essential Duties and Responsibilities

- Process and record charitable contributions received through multiple giving channels in a timely and accurate manner.
- Maintain complete, accurate, confidential, and high-quality donor and gift records within the customer relationship management (CRM) system.
- Maintain accurate donor data through proper gift coding and integration of information between fundraising platforms and the organization's CRM.
- Coordinate timely gift acknowledgement and direct mail activities, including collaboration with external mailing partners and preparation of donor communications.
- Respond professionally to donor inquiries regarding gifts, acknowledgements, and donor records while providing excellent customer service.
- Generate reports supporting fundraising, donor stewardship, and organizational planning.
- Collaborate with the Finance team to ensure timely reporting, reconciliation, and accurate processing of charitable contributions.
- Provide donor data support for direct mail, email, and online fundraising campaigns.
- Support MFBN events, outreach activities and serve as back up to the front desk coverage as needed.
- Perform other duties, as assigned.

Success Indicators

- Process charitable contributions accurately and within established timelines.
- Maintain complete, accurate, and confidential donor records and security.
- Provide courteous, responsive, and professional service to donors and internal customers.
- Coordinate timely donor acknowledgements and stewardship communications.
- Collaborate effectively with Finance and Development to ensure accurate reporting and reconciliation.
- Demonstrate reliability, accountability, and attention to detail while supporting fundraising operations.
- Contribute to a positive, collaborative, and mission-focused team environment.

Supervisory Responsibilities

This position has no supervisory responsibility.

Knowledge, Skills, and Abilities

Technical Knowledge & Skills:

- Ability to learn and effectively use customer relationship management (CRM) software, donor management systems, and related technology.
- Familiarity with online giving platforms and donor management systems.
- Ability to maintain accurate donor records and apply consistent gift coding practices.
- Working knowledge of software programs such as Microsoft Office 365 applications, including Outlook, Excel, Word, Teams, and other interactive computer programs, online payment portals, as well as cooperating with common office equipment.
- Strong organizational skills with attention to detail and accuracy.

Professional Competencies:

- Exercises sound judgment and appropriate discretion in decision-making.
- Manages multiple priorities while adapting to changing organizational needs and deadlines.
- Maintain the confidentiality of donor, employee, and organizational information.
- Demonstrates the ability to learn, adapt, and apply new skills.
- Identifies problems, develops practical solutions, and collaborates effectively with others to resolve problems.

Communication & Interpersonal Skills:

- Works effectively both independently and as part of a team.
- Provides professionalism, courteous customer service when interacting with donors, volunteers, employees, and community partners.
- Communicates effectively, both verbally and in writing.
- Establishes and maintains positive working relationships with individuals from a variety of backgrounds and experiences.
- Listens actively, shares information appropriately, and responds to questions and requests in a timely manner.

Working Environment

Work is performed primarily in an office environment and requires the operation of standard office equipment, including computers, printers, telephones, and keyboards. The position occasionally requires lifting and carrying items weighing up to 20 pounds, walking short distances, and operating a motor vehicle as needed to perform job duties.

This is an on-site position and is not eligible for remote work.

The regular work schedule for this position is Monday through Friday. Montana Food Bank Network supports flexible work schedules; however, employees are expected to maintain consistent work hours and be present during established core business hours to support collaboration, donor service, front desk coverage, and organizational operations. Specific work schedules will be established in coordination with the supervisor based on operational needs.

Minimum Qualifications

- Associate's degree from a two-year college or technical school or an equivalent combination of education and experience that provides the required knowledge, skills, and abilities.

- 2 – 3 years' experience in a similar position and/or performing similar tasks, i.e., donor database, CRM, or related administrative experience.
- Possession of a valid Montana driver's license (or ability to obtain upon hire) and acceptable driving record

Preferred, but not required

- Experience working with DonorPerfect.
- Experience in a nonprofit environment.
- Intermediate proficiency with Microsoft Office applications, particularly Excel.
- Individuals with lived experience of food insecurity are encouraged to apply.

Montana Food Bank Network is committed to creating a welcome and inclusive environment for all employees and is proud to be an equal opportunity employer. MFBN does not discriminate regarding hiring, assignment, promotion or other conditions of staff, employment because of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender, gender identity, veteran status, disability, genetic information or any other status protected under local, state or federal law. In accordance with the Americans with Disabilities Act, upon request, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of our positions.

Montana Food Bank Network

Primary work location: 5780 Alloy N, Missoula, MT 59808.

Website: <https://mfbn.org/>

This position is classified as non-exempt under the Fair Labor Standards Act and is eligible for overtime compensation in accordance with applicable law and organizational policy.

This job description is intended to describe the general nature and level of work performed by employees assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Montana Food Bank Network reserves the right to modify this job description at any time to meet organizational needs.

To apply

We encourage individuals with transferable skills and experience to apply. Please submit your **resume and cover letter to djohnson@mfbn.org**.

Priority screening will begin on August 3, 2026. Applicants are strongly encouraged to apply by this date for full consideration. This position will remain open until filled.

As part of your application, please ensure that your cover letter clearly addresses:

- Your interest in the position and Montana Food Bank Network's mission.
- Why you are the best candidate for the role and the unique value you would bring to the position.
- Examples of how you have demonstrated
 - Collaboration
 - Customer Service and Partner Support
 - Using data to inform decisions, improve processes, or measure outcomes.

All applicants must be legally eligible to work in the United States, and proof of eligibility must be provided if selected for hire.