



Coordinator of Finance/Donor Services

Full Time (Franklin, TN)

Mission

Show Hope's mission is to care for orphans by engaging the Church and reducing the barriers to adoption.

Job Summary

The Coordinator of Finance/Donor Services supports the Director of Finance to promote Show Hope's mission, vision, core values, and strategic plan. Personal qualities include integrity, credibility, and a willingness to sign Show Hope's [Statement of Faith](#).

This position is responsible for processing donations, including updating monthly giving information and preparing bank deposits. The Coordinator of Finance/Donor Services will also update donor profiles and manage recurring donation relationships. Additionally, this position will provide month-end closing support to the Director of Finance.

The Coordinator of Finance/Donor Services reports to the Director of Finance and supports the Finance team to serve Show Hope in the following key areas:

Coordinator Responsibilities

- Support Show Hope's mission, vision, core values, and strategic plan, coordinating various tasks pertinent to assigned departments working with the Executive Director, Executive Leadership, and Director of the department.
- Collaborate with department team directed by Director aligned with Executive Director and Leadership teams to promote, coordinate, and implement departmental initiatives.
- Represent department coordinating with other Show Hope departments and staff to support initiatives directly related to the administration or general business of Show Hope.

Key Functions and Responsibilities

- Process donations, create deposit slips, and provide detailed information on deposits and donor-gift allocations to the Director of Finance.
- Process donations and provide reporting for Fellowship Weekend, Tours, House Shows and other campaigns in a timely and efficient manner.
- Update donor profiles and respond to donor requests for updates to their accounts as needed.
- Manage recurring-donor profiles and donations for sponsor reacquisition through phone calls, texting, email, and mail.
- Provide recurring-giving reports to Director of Finance and Executive Team.
- Oversee and enter data for in-kind donations and prepare receipts.
- Support Director of Finance with monthly income allocations.
- Reconcile expense reports and credit-card statements, ensuring accurate coding.
- Assist Director of Finance with processing invoices for payment timely and in compliance with financial policies and procedures.
- Assist Director of Finance with month-end closing, including reconciliations and reporting.
- Organize and maintain accurate record-keeping for all financial documents, including payables, bank statements, and charitable registrations.
- Oversee postage-machine funds and ensure adequate funds and supplies to meet organization's needs.
- Answer emails and phone calls in a timely, efficient, and professional manner.
- Uphold best practices for accuracy and compliance for nonprofit organizations.

Education and Experience Requirements

- Minimum of 1-2 years experience in related field, non-profit experience considered a plus
- Bachelor degree in Finance, Accounting, or related field (equivalent experience considered)
- Excellent verbal, written, and presentation skills
- Proficiency in Microsoft Office and Google Suite Applications
- Experience in QuickBooks or other accounting software considered a plus
- Knowledge of Salesforce or other CRM tools considered a plus
- A self-starter who is flexible and able to multitask while maintaining attention to detail
- Highly detailed and task-oriented with the ability to work within a team structure when completing these tasks
- Strong project management skills with proven track record of implementing and managing details with efficiency and excellence
- Valid State Driver's License and ability to use personal vehicle for occasional business purposes