



Catholic Foundation of West Michigan

Job Posting

Position Title: Donor Services Manager
Reports To: Director of Annual Giving
Supervises: CSA Assistant
FLSA: Exempt
Full Time: 40 hours

The Donor Services Manager plays a vital role in advancing the mission of the Catholic Foundation of West Michigan and the Diocese of Grand Rapids by ensuring excellence in gift processing, donor stewardship, and data integrity. This includes overseeing high-volume processing for the Catholic Services Appeal (CSA), endowments, diocesan ministries, parish remittances, capacity campaigns, and online giving. This role ensures donor trust, system integrity, and compliance with internal controls.

Through strong systems management and collaboration with development, finance, and parish partners, the Donor Services Manager helps build trust with donors and supports the growth of Catholic ministries, education, and outreach across West Michigan. This position leads all back-end gift operations and serves as a steward of donor intent, ensuring every gift is handled with accuracy, care, and gratitude.

The Donor Services Manager will:

- Lead all gift processing workflows for the Foundation and Diocese, including annual giving (CSA), endowments, parish remittances, ministry gifts, major gifts, special collections, and campaign commitments. *
- Ensure accuracy in gift coding, fund designation, appeal assignment, donor attribution, soft credits, planned gifts and event registration.
- Serve as the primary liaison to Diocesan Finance for gift adjustments, batch documentation, corrected data, and audit support.
- Provide Finance with accurate batches and documentation needed for reconciliation; execute adjustments and coding corrections as requested.
- Maintain donor and fund records in the CRM; uphold high standards of data integrity and security.
- Oversee production of timely acknowledgment letters, donor receipts and other printed materials.
- Support parishes with donor lookups, corrections, reporting issues, and giving histories.
- Supervise the CSA assistant.
- Improve internal controls, workflow efficiency, and data quality across the gift processing function.

Our candidates will possess:

- High School diploma or equivalent; bachelor's degree preferred.
- 3–5 years of experience in gift processing, advancement or development services, nonprofit operations, finance-related data management or other relevant experience.



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- Experience with donor Client Relationship Systems (CRM) and comfort working with coding structures. Blackbaud Raiser's Edge is preferred.
- Strong accuracy and attention to detail
- Ability to maintain confidentiality, especially with donor records and parish information.
- Strong communication skills and customer-service orientation, with parishes, donors, and diocesan staff.
- Ability to work effectively during high-volume periods, including CSA and year-end giving cycles.
- Working knowledge of change management and process improvement.
- Directs and supports staff by setting expectations, monitoring performance, and promoting continuous improvement.
- Respect and support the mission, values, and teachings of the Catholic Church in the performance of all duties.

To apply, please send a cover letter and resume to: dogrhr@grdiocese.org.

EEO Employer