



Position Description

Job Title: Gift Processing Coordinator

Position Type: Full-Time, non-exempt

Reports To: Director of Strategy and Operations

Date: August 2025

About the Shrine

The Shrine of Our Lady of Guadalupe in La Crosse, Wisconsin, faithful to the message of the Blessed Virgin Mary, through her appearance on the American continent in 1531, serves the spiritual needs of those who suffer poverty in body and soul. It is a place of ceaseless prayer for the corporal and spiritual welfare of God's children, especially those in most need. The Shrine welcomes thousands of pilgrims each year who seek spiritual growth, healing, and a connection with God through our liturgical, devotional, and educational offerings.

Position Overview

The Gift Processing Coordinator is responsible for the processing of monetary gifts donated to the Shrine and for maintaining accurate giving records for new and existing donors. This position ensures each gift is processed in a timely manner, and supports the Development team with various tasks related to data-base management. This is an Entry Level position.

Responsibilities

- Collect and record cash donations made in the Shrine Church
- Assist with cash counting when needed
- Work with the Shrine's constituent record file and database to input and modify gift and donor records
- Process gifts made to the Shrine through all forms of payment (ie. cash, check, credit card, stock, wire transfer)
- Assist with mailing Mass Guild cards and gift acknowledgements to the Shrine's donors when needed
- Reach out to donors by phone or email when clarification is needed
- Work collaboratively with Development personnel to maintain accurate donor records in the Shrine's Salesforce CRM database
- Participate in religious and liturgical functions of the Shrine, including Holy Mass, rosaries, novenas, and other devotional practices
- Support the inventory management of Development deliverables to be provided to pilgrims both in person and via United States Postal Service
- Work collaboratively with Development personnel as well as other Shrine personnel and volunteers, including those in the Finance and Communications departments
- Other responsibilities as assigned

Qualifications

- The successful candidate will be a practicing Catholic with a sound knowledge of the Catholic Faith and its practices, of the apparitions of Our Lady of Guadalupe, and of the history and activities of the Shrine of Our Lady of Guadalupe at La Crosse
- Highly organized and detail-oriented person
- Able to work well with others in a team environment
- Working knowledge of Microsoft Office Suite and Salesforce is highly desirable
- Basic knowledge of Excel
- Familiarity with the liturgical year, Catholic devotions, and feast days
- Bachelor's degree preferred but not required
- Excellent time management skills
- Ability to manage confidential information with discretion

Physical Requirements and Working Conditions

- General office environment
- The candidate must be able to use standard office equipment, including computers, copiers, printers, check scanners, and other similar items
- Must be able to go up and down stairs, carry boxes and equipment if needed