Deaf Bible Society

Job Description

Job Title: Office Steward and Advancement Coordinator

Department: Advancement Team

Reports to: CEO & Director of Advancement

DBS Vision: Every Deaf person can experience the Gospel in sign language and participate in its advancement.

Mission: We support Great Commission initiatives to ensure that Sign Language Bible Translations are accelerated, accessible, and absorbed by Deaf people everywhere.

Position Summary

The Office Steward and Advancement Coordinator serves as the first face of Deaf Bible Society's Tulsa, OK office — welcoming every guest, partner, and donor with warmth, while carrying high-responsibility ownership of donor and advocacy intake, in-office hospitality, data entry, and direct administrative support to the CEO and Director of Advancement.

The person most likely to thrive in this role is dependable, personable, and detail-oriented, bringing consistent care to a wide range of responsibilities — from greeting guests to managing sensitive donor data to supporting executive-level administrative needs. They take initiative to organize and support broader staff efforts, anticipate needs before being asked, and handle confidential information with discretion.

This role is based out of the office in Tulsa, OK.

Primary Duties and Responsibilities

Office Hospitality & First Impressions

- Serve as the welcoming first point of contact for all guests, partners, donors, and visitors entering the DBS Tulsa office
- Greet and host visitors with warmth, ensuring every person feels valued from their first moment of contact
- Coordinate hospitality details for visiting partners and donors, such as refreshments, seating, and wayfinding
- Maintain a tidy, organized, and welcoming office environment that reflects DBS's mission and brand
- Open and close the office daily, ensuring it is secure, organized, and ready to welcome guests
- Maintain awareness of office assets and supplies, flagging needs and helping keep the space well-stocked and well-kept

Donor & Advocacy Intake

- Serve as the first stop for incoming mail and gifts, ensuring timely and accurate processing and routing to the appropriate team
- Manage donor and advocacy intake, including responding to or routing inquiries appropriately
- Maintain accurate logs of incoming gifts to support donor acknowledgment and reporting

- Support timely donor acknowledgments (tax receipts, letters, notecards) in coordination with the Advancement team
- Make donor thank-you calls to express timely, personal gratitude for gifts received
- Conduct ongoing donor record care and reconciliation, ensuring gift and contact data remains accurate and up to date

Data Entry & Records

- Collect and accurately enter donor, partner, and guest data into DBS systems (e.g., Salesforce)
- Maintain up-to-date records with edits and corrections as needed
- Support accurate recording of financial transactions and household/contact data

Executive & Administrative Support

- Provide direct administrative support to the CEO and Director of Advancement
- Manage printing, proofreading, and formatting of letters, proposals, reports, and other advancement materials
- Support scheduling, meeting preparation, and follow-ups as needed
- Perform general administrative functions related to Advancement and Advocacy initiatives

Staff & Team Support

- Organize and support broader staff efforts, helping ensure smooth day-to-day office operations
- Anticipate and schedule tasks to ensure thoughtful, consistent work; proactively flag and help resolve scheduling conflicts
- Participate in the team's shared project and document management systems
- Perform or assist with any other duties as assigned

Qualifications

Communication and Relationships

- Effective written and verbal communication skills in English
- Fluency in American Sign Language strongly preferred
- A warm, personable, and dependable presence — someone guests, donors, and the team can count on
- Strong interpersonal skills and the ability to build relationships with staff, donors, contractors, and partners
- Ability to handle confidential information with discretion

Work Experience and Skills

- At least 2–3 years in administrative, hospitality, or customer/client service work; experience in a nonprofit organization is a plus
- Strong organizational skills with excellent attention to detail, especially in data entry, proofreading, and gift/mail handling
- Proactive approach to following up, solving problems, and creating positive outcomes
- Ability to manage multiple priorities and deadlines in a fast-paced environment
- Ability to work independently and collaboratively

Education and Technology

- High school diploma or equivalent required; bachelor's degree a plus
- Proficiency in common office technology: Google or Microsoft Office (Email, Documents, Spreadsheets, Slides); knowledge of Salesforce is a plus

Position Logistic Requirements

- This role is based out of Tulsa, OK (in-office)
- Full-time, 40 hours per week, typical office hours: Monday – Friday, 8am–6pm
- Role to serve as primary employment
- Employee benefits include but are not limited to holiday and paid time off, medical, dental, and long- and short-term disability