



TrustBridge  
global

MAKING  
GLOBAL  
GIVING  
EASY



MAKE YOUR  
IMPACT ON  
THE WORLD

Giver Services Team –  
Contributions Specialist

TrustBridge Global Foundation is a grant-making foundation based in Switzerland. With operations in the United States, Malaysia, Philippines, and our network hub in Switzerland, TrustBridge is the first donor advised fund to be built from the group up to be truly global. We provide innovative giving solutions for givers, charities, and ministries who want to do international work. Our network has grown to 13 countries, with more in various stages of development. Something big is happening worldwide, perhaps the greatest movement of God in our generation: The Generosity Movement. The TrustBridge Global Network is poised to be a key player in the movement by making global giving easy!

We offer you the opportunity to put your passion and God given talents and abilities to use in the Philippines office to impact real change and expansion in God's Kingdom. Our goal is to attract and develop intelligent, fun, passionate, and hard-working people called to engage with givers and charities as they seek to mobilize resources for every good work. We are a team of committed generosity-minded believers with servants' hearts. If this sounds like you, we encourage you to apply.

OUR MISSION IS TO **MOBILISE RESOURCES BY MAKING GLOBAL GIVING EASY.**

WE DO THIS BY CREATING A **GLOBAL NETWORK OF GENEROUS COMMUNITIES.**

OUR VISION IS THAT **CHARITIES EVERYWHERE HAVE ALL THEY NEED TO ACCOMPLISH THEIR MISSION.**



We believe that the entire Bible is the inspired and inerrant Word of God - the only infallible rule of faith and practice.

We believe that there is only one God, eternally existing in three persons - Father, Son, and Holy Spirit.

We believe that Jesus Christ is the only begotten Son of God, conceived by the Holy Spirit, born of the Virgin Mary, and was true Man and is true God.

We believe that in this age, God manifests Himself through the Holy Spirit, who is a

distinct personality, eternally coexistent with the Father and the Son, whose basic task is to convict sinners, regenerate those who believe, and empower believers to live godly lives and in every way glorify the Father and the Son through His indwelling presence.

We believe that God created man in his own image, male and female.

We believe man sinned and thereby incurred not only physical death, but also spiritual death, which is eternal separation from God and is upon all mankind.

We believe that all persons choose to dishonor and disobey God, and as such all justly deserve condemnation and eternal death; however, the Lord Jesus Christ died for our sins according to the Scriptures, as a representative and substitutionary sacrifice, and all who believe in Him are justified on the basis of His shed blood.

We believe that the Lord Jesus Christ was resurrected in body, ascended into Heaven, presently lives there for us as High Priest and Advocate, and that His personal, physical return to earth is imminent. We believe that every believer in the Lord Jesus Christ must resist sinful passions, and instead readily repent, obey Christ and his teachings, and pursue righteousness.

We believe that the Lord Jesus Christ commanded his followers to make disciples of all peoples throughout the entire world, and witness to the truth and love of God.

We believe that there will be a bodily resurrection of both the just and the unjust, the just to the everlasting blessedness of the saved and the unjust to the everlasting conscious suffering of the lost.



TrustBridge has six core values that define how we strive to do business. They are as follows:

***Put People First***

The world tells us that we need to decide between benefitting ourselves or benefitting others. In all situations, we will choose to apply the Golden Rule and treat others as we would like to be treated. We put people first and lean into generosity. People are more important than dollars.

***Find a Way to Say Yes***

Our team is comprised of some of the smartest, most gifted people around. We believe our clients deserve maximum effort and creativity applied towards the accomplishment of their goals. While we always need to consider costs and potential risks, we should exhaust every reasonable alternative before we say "no, we can't do it".

***Move as Fast as Possible, but Not Faster***

In serving clients, time is of the essence. Non-profit charities should not operate at a lower standard than for-profit businesses. We strive for world-class responsiveness to client needs, while not compromising compliance with applicable laws and regulations, or our standard of excellence. Additionally, as we innovate, we move those solutions into production with real world urgency.

***Depend on the Father***

We believe and trust in a loving Father God that is in control of everything and knows the future. When he calls us to do something, it is because He has a plan. Provided we are also faithful, we expect that He will be with us and supernaturally provide everything we need. We will wait and listen when making choices, expecting supernatural wisdom in our decisions and multiplication of our efforts.

***Walk in the Spirit***

Only by abiding in the Spirit, will we bear fruit that lasts. Ongoing obedience requires daily humility, gratitude, and surrender. We each commit to engage, as God leads, in inward disciplines (meditation, prayer, fasting, and study of His Word), outward disciplines (simplicity, solitude, submission, and service), and corporate disciplines (confession, worship, guidance, and celebration) to pursue God as He pursues us.

***Reflect the Son***

As Christians, we are to be known by our love. We will not be perfect, and when we fail, we will confess, repent, and reconcile with those we've disappointed. There will always be those who will have unrealistic expectations of us, and we will do our reasonable best, knowing that it is impossible to satisfy everyone all the time. By God's grace, we will be a worthy reflection of Jesus to the world.

The TrustBridge team is growing and as a result, our branch office in the Philippines is expanding. Many of TrustBridge's overall Customer Service team is centered in the Metro Manila area. If you have the skills and interest in serving donors and charities around the globe in their giving goals, and want to make an impact on the world, please consider applying for this role.

## THE FOLLOWING OPPORTUNITY IS FOR A **GIVER SERVICES TEAM – CONTRIBUTIONS SPECIALIST** WITH A WIDE VARIETY OF RESPONSIBILITIES.

### DESIRED OUTCOMES

Someone excelling in this position will:

- Ensure TrustBridge's donor and charity clients are delighted with their service, so that all operations run smoothly, efficiently, and effectively despite the start-up nature and rapid growth of the organization
- Serve all donor and charity clients through effective communication, making sure that issues and needs are addressed in a timely manner and appropriate solutions conveyed with a high level of client satisfaction
- Keep our systems and databases organized and up to date
- Effectively manage workflow handoffs within the Giver Services Team or with the accounting and finance teams.
- Have a strong understanding of the money flow of the TrustBridge Global Network and all the related charitable entities.

### JOB SUMMARY

The position of Contributions Specialist reports directly to a US based Giver Services Manager and works across all of the Giver Services Teams as the go-to for all things related to contributions from donors. This position has four broad areas of responsibility:

- Contribution Processing – This position plays a critical role in helping TrustBridge and the wider Network provide an extraordinarily high level of customer service and support to all donors and charities, through the accurate and timely processing of contributions. Most of this work involves creating donor records, entering contribution information into the TrustBridge databases, allocating contributions to the correct funds, answering donor question on the mechanics of giving, and ensuring that donor receipts are provided.

- Network Member Contributions Point of Contact - To work with the TrustBridge Global Network Members in their various countries of operation as a liaison to ensure correct allocations to Charity Funds and Projects.
- Work closely with the Finance Department to reconcile daily deposits and answer any accounting questions related to our Donor Advised and Charity Funds. This includes monthly statement review and maintaining contribution files and source documentation in compliance with international banking standards for charitable contributions. Properly handling and maintaining confidentiality of payment information is essential.
- Charity Due Diligence - Initiate the Charity Fund due diligence and renewal processes, manage workflow handoffs to other members of the Giver Services Team, and become knowledgeable about the other positions of the team for greater overall team success and coverage.

## EDUCATION, KNOWLEDGE, SKILLS, AND PERSONAL CHARACTERISTICS

- Spiritually mature with a strong calling to this role
- Bachelor's degree in business administration or equivalent experience, or **relevant bookkeeping experience**
- Experience in CRM systems
- Experience in working virtually or with a dispersed team
- Demonstrated ability to maintain sensitive and confidential information
- Ability to manage multiple tasks and rapid change
- **Excellent organizational skills with very strong attention to detail**
- Team player with the ability to adapt to the requests of various donors and charities
- High Emotional Intelligence
- Proficiency in Microsoft Office Products and the ability to learn new technology platforms quickly
- Strong analytical skills and Good basic math skills, comfortable and accurate working with numbers
- Flexibility and effective time management
- Superb verbal and written English communication skills, as well as great phone/Zoom/Teams etiquette
- Cultural competency and sensitivity in dealing with donors and charities around the world

## WORK ENVIRONMENT

- To maximize the overlap with European and US Eastern Time work hours, the workday would run from 1600 – 0100. Some flexibility in work times possible
- Computer-based work, with regular telephonic meetings and phone interactions
- Benefits include paid time off, paid holidays, and annual bonus. May also include employer contributions to health insurance and retirement benefits.

Contact [recruiting@trustbridgeglobal.com](mailto:recruiting@trustbridgeglobal.com) to find out more.



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