

## **Job Description: Development Assistant**

**Objective:** To serve as the primary point of contact for the Development office, provide friendly, informative responses to questions and requests for information. Professional interactions with the public, trustees, and staff. Efficiently assist with the administration of office activities, including, but not limited to, membership, Patrons Ball, and other events. Provide excellent donor stewardship through written and oral communications, including calls of appreciation.

### **Level of Responsibility:**

- Reports to: Director of Development
- Supervisory duties: None

### **Job Duties:**

#### ***-Skill set and responsibilities:***

- Exhibits excellent interpersonal skills, including phone etiquette and greeting visitors.
- Exhibits a professional demeanor, with careful attention to propriety and confidentiality.
- Comfort with telephone communications, including numerous weekly calls to people not known to the employee to secure additional information, thank them for their gift, learn more of their connection to the Center.
- Demonstrates knowledge of membership and other development programs and assists with inquiries, enrollment, renewal and registration.
- Efficient and creative use of resources (quickly learning where to find information from others, on the Internet, in the database). Serve as a central point of contact for many development related inquiries.
- Provides administrative support to Development staff, including but not limited to, preparing correspondence and mailings, making phone calls, data entry, planning and assisting with events, filing, research, supply maintenance, volunteer coordination, scheduling appointments, securing travel arrangements, entering extensive data in the Development database.
- Maintains current and accurate records.
- Records, transcribes and maintains appropriate meeting minutes.
- Demonstrates command of current computer technology and software, including Microsoft Office, Outlook, The Raiser's Edge, and the Internet. Serve as a point of contact for many technology related needs.
- Demonstrates the ability to manage multiple tasks at the same time, while working within given deadlines.
- Demonstrates the ability to work collaboratively with staff and managers in development and all Center divisions.
- Assists in ensuring appropriate stewardship of donors, members and prospects to provide the best possible relationship between donor and their interests in the Center.
- Provides research as needed on potential program funders including individuals, foundations, corporations and government agencies.
- Maintains awareness of development staff activities and supports as needed.

- Seeks opportunities to assist others in the department and offers suggestions for improvements in donor relations, system efficiencies, and general division operations.
- Receipts donations, memberships, ticket sales and other funds received by development, as assigned.
- Supports the membership manager by fulfilling memberships, maintaining supplies and ensuring prompt responses to membership renewals and inquiries.
- Is intuitive in providing support to all members of the development department by anticipating their work requirements and needs.
- Performs additional duties, whether incidental or implied, consistent with background and training, or which may be reasonably delegated as being in the best interest of the Center.

#### **-Organization**

- Demonstrates a high level of confidentiality and discretion.
- Excellent written and oral communication skills are essential.
- Able to work independently and with confidence.
- Maintains appropriate departmental records as needed.
- Demonstrates efficient work habits and organizational skills.
- Maintains a positive, professional demeanor.
- Seeks to serve donors through the work of the development department.
- Attends Center and department meetings as required.

#### **Standards of Performance:**

- Adheres to Center-wide policies and procedures.
- Performs at a high level of efficiency, productivity, and professionalism.
- Successfully carries out the functions outlined above in an efficient and timely fashion.
- Reports to work on time and low absenteeism.

#### **Qualifications:**

- Associate degree in Business, Office Administration, Communications, or a related field, and three years of progressively responsible work in an administrative assistant role required.
- Strong skills with Microsoft Office Suite and Internet Explorer required. Knowledge of The Raiser's Edge or other fundraising database is preferred.
- Excellent written and oral communication skills are necessary.
- Comfort making calls to donors, members, and interested parties required.
- Must be detail and team oriented; exercise mature judgment and discretion; must maintain confidentiality.
- Professional demeanor and appearance.

**Classification:** The position of Development Assistant is a non-exempt classification and is eligible for overtime. In some instances, evening and/or weekend work may be required, generally with advance notification.