



Building communities  
free of domestic violence  
and sexual assault

JOB TITLE:	Fund Development Associate
DEPARTMENT:	Resource Development
STARTING PAY RANGE:	\$16.36 to \$20.67
HOURS:	40 hours per week
FLSA STATUS:	Non-Exempt Employee
IMMEDIATE SUPERVISOR:	Development Director
MOST RECENTLY REVISED:	02/11/19

### **Position Summary:**

The development associate will provide customer service and administrative support to the development team. The assistant will provide excellent service to donors, process donations accurately, keep database information accurate and up-to-date, and provide website and social media help. The assistant will also be involved with special activities and events and help manage events.

### **Essential Functions:**

- Receive department calls. This will include taking donations, getting updated credit card information, providing customer service, and routing calls if necessary.
- Help organize and development assets for events and 3<sup>rd</sup> party events and attend those events as needed.
- Code incoming donations to proper fund and appeal for tracking purposes and sort into batches based on Fund and payment type.
- Perform data entry of donors into Raiser's Edge NXT, including setting up relationships with spouses and companies.
- Enter cash gifts into Raiser's Edge NXT, including processing checks and credit cards, logging batches, keeping track of these donations for audit files.
- Confirm matching gifts online and submit hard copy forms.
- Managing entry of in-kind gifts into Raiser's Edge NXT, including coding to audit categories.
- Generate, print, proof, and mail gift acknowledgement letters for donors, corporate donations, and miscellaneous events, including editing to convey the appropriate messaging or reference the source of the gift.
- Generate gift acknowledgement letters for major gifts. Route for the appropriate signature or include special notes.
- Maintain and update Raiser's Edge NXT with change of address, name corrections, solicitation codes, and noting specific changes for accurate history.
- Process and acknowledge tribute gifts, including setting up tributes in Raiser's Edge NXT and generating donor acknowledgement letters and the appropriate honor/memorial acknowledgement cards and providing customer service for tributes and vehicle donations.

- Assist with events and special projects for development department, including mailings, data entry, event set up and support, data hygiene projects in Raiser's Edge NXT.
- Serve as first point of contact for the Development office. Develop an understanding of the functions of each position's responsibilities so customer service issues can be resolved quickly.
- Co-manage all events and silent auctions with Development Director and committee volunteers including entering, labeling, and acknowledgement letter printing; signage and bid sheets; post-event data entry; day-of-event customer service. Assist with events and any special projects for development department, including mailings data entry, event set up and support, distribution of campaign materials, data hygiene projects in Raiser's Edge NXT.
- Steward donors including thank-you calls and notes.
- Other duties as assigned.

### **QUALIFICATIONS:**

- 1 to 2 Years of donor database competency.
- Bachelor's degree or two years' experience working on a development team
- Strong attention to detail and organizational skills.
- Impeccable customer service skills.
- Excellent time management skills; must be able to work well under pressure.
- Demonstrated ability to work independently with minimal supervision.
- Excellent interpersonal skills.
- Strong computer skills, including Microsoft Word, Excel, Outlook. Familiarity with database software required; experience with Raiser's Edge NXT fundraising preferred.

### **Working Environment & Physical Requirements:**

- This position primarily works in an office environment and requires frequent sitting, standing and walking.
- Staff may occasionally be required to travel locally and regionally in agency or own vehicle to attend conferences or other related events.
- This position requires flexibility in scheduling and job function as some activities happen in the evenings and weekends.
- This position requires a valid driver's license and the ability to obtain vehicle insurance.