

POSITION DESCRIPTION

Position: Development Assistant

Program: Development and Communications

Reports to: Gift Administration Manager

Status: Non-exempt

Date Revised: 1/2018

POSITION SUMMARY:

The Development Assistant is responsible for assuring quality services to the Development Department. Objectives include gift processing, administrative and clerical support and providing additional support to Community Relations and Communications as needed. Team members supported also include those located in our Reno and Bay Area offices. Additionally, this position assists donors, visitors and staff as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

The Development Assistant plays an important role by providing administrative support to the Development Office and participating in fundraising activities, which could include donor activities and recognition, tours, direct mail appeals, and special events.

- Process donations and prepare acknowledgement letters and other correspondence.
- Maintain foundation, corporation and individual donor files.
- Create monthly fundraising reports and other database reports as needed.
- Continually update and correct database records.
- Send invoices and process credit card transactions for recurring donors.
- Assist in maintaining guest lists, preparing registration materials and other duties as assigned for fund-raising events.
- Handle all administrative details associated with weekly department meetings (i.e. prepare and distribute notices, agendas, minutes, etc.) and coordinate department anniversaries, birthdays, etc.
- Assemble volunteer packets and donor kits for events and meetings.
- Provide additional support to department team members for special projects and event.
- Other duties as assigned by Gift Administration Manager

EQUIVALENT EDUCATION AND EXPERIENCE:

An Associate's Degree for the Development Assistant position is desired; equivalent experience will be considered. A minimum of two years' experience in an administrative assistant position, preferably in a development office is required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires the ability to prioritize work responsibilities and the ability to perform work to high standards particularly in written form.

It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Necessary office skills include proficiency with computers and heavy data entry using Excel and Word. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and a polite telephone demeanor.

SPECIFIC SKILLS REQUIRED:

Teamwork skills

Proficiency in Microsoft Word and Excel, including the creation of mail merges and spreadsheets.

Database management experience preferred
Excellent verbal and written communications skills
Ability to present information concisely and effectively, both verbally and in writing
Ability to organize and prioritize work
Ability to work independently with little supervision
Excellent interpersonal skills
Computer skills
Type a minimum of 40 wpm
Analytical and decision making ability
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 50 pounds
Stand, walk, bend, stoop, and sit frequently

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the manager. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities to oversee volunteers as needs may require on projects.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires contact with visitors, board members, donors, and all levels of staff. The Development Assistant is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Minimal, however, errors in receipts and distribution for accounting can have major impact.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Development Assistant job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____