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## JOB POSTING

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**POSTING DATE:** 11/12/2024

**CLOSING DATE:** Open Until Filled

**REQUIRED EXPERIENCE:** 1+year(s) of experience in nonprofit CRM databases, administrative support, donor relations

**REQUIRED EDUCATION:** Associate's degree, Bachelor's degree in a related field or equivalent work experience

**STARTING BASE PAY:** DOE

**REPORTS TO:** Development Manager

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**POSITION:** Development Associate

**STATUS:** Full-Time (Exempt)

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## JOB DESCRIPTION

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Under the direction of the Development Manger or designee, the Development Associate plays an essential role in supporting the daily operations and growth initiatives of the San Antonio Humane Society's (SAHS) Development team. This position involves assisting with gift recording, acknowledgments, receipting, and maintaining accurate and up-to-date donor information. The Development Associate will also support estate filing, data updates, and direct mail campaigns to ensure the smooth, effective operation of all development efforts.

### Principal Duties and Responsibilities:

#### Database Administration

- Accurately enter all donations to the organization into the donor database on daily basis.
- Verify data accuracy by researching and checking donation sources with entry records.
- Generate all acknowledgment letters/emails for every donor, modifying messaging based on the donation type.
- Track and ensure that all acknowledgment letters/emails are sent out within an appropriate timeframe.
- Update donor accounts to reflect changes in contact information, giving history, communication preferences, and notes of interactions.
- Maintain the donor database to identify and correct inconsistencies, duplicates or outdated information.
- Flag and document any discrepancies or notable trends in donation reports for review.
- Track and record all tribute gifts in the donor database, ensure orders are fulfilled in a timely manner, and confirm donors receive updates on order status.
- Track and record all in-kind donations with detailed information, estimated values, and donor contact information.
- Generate and send personalized letters for tribute and in-kind donations.
- Collaborate with the accounting department to reconcile and code all transactions according to donor intent.
- Confirm weekly reports of all donations received for review and reconciliation with the accounting team and to resolve discrepancies in the reports.
- Organize the legacy gift files, including wills, legal correspondence, and donor instructions, within the department filing system and donor database.

#### Development Department Duties

- Monitor all incoming calls, emails and voicemails from donors and supporters, ensuring a prompt response using a professional and courteous manner.
- Route more complex inquiries or specific requests to appropriate team member for further handling.
- Review direct mail campaigns for consistency with the organization's branding guidelines, ensuring requested resources are submitted in a timely manner with campaign goals and audience needs are addressed.
- Track feedback and suggested revisions to submit the edited materials to the Development Manager for final review and approval.
- Assist the development team with event planning and logistics, such as organizing event materials, solicitations, and other event-related communications.
- File and organize departmental documents, e.g. donation records and donor communications (both physical and digital).
- Maintain a development calendar for key deadlines, meetings, and events, and schedule and send reminders to relevant team members.
- Maintain accurate and secure records for estate gifts, including documentation of donor intent, legal correspondence, and other required paperwork.
- Perform general office duties such as filing, scheduling, and organizing materials to support efficient department operations.
- Collaborate with Development and Community Engagement teams to fulfill other duties as assigned, contributing to fundraising success and donor engagement.

### Knowledge and Skills:

- Excellent customer service skills.
- Experience managing confidential and sensitive data.
- Expected to keep a positive attitude and not engage in gossip or other counterproductive behaviors.
- Excellent writing and interpersonal skills.
- Knowledge of Microsoft Office (specifically Word, Excel, and PowerPoint), G-Suite, Salesforce (or other donor CRM software), Canva, and email/internet software.
- Ability to learn, manage, and operate unique programs such as Salesforce, Qgiv, and other third-party fundraising software.
- Ability to work and run programs independently and with others.
- Adapt to changing situations and take instruction well.
- Excellent attention to detail; ability to proofread effectively.
- Prefer some administrative experience and prior experience in a nonprofit fundraising environment

### **Work Environment:**

- Exposure to high noise levels when in kennel areas.
- Potential exposure to zoonotic diseases.
- Exposure to chemicals used to sanitize facilities, vehicles, or equipment and other physical situations that involve all forms of animal life.
- Potential for animal bites and scratches while handling animals.
- Potential exposure to blood, bodily fluids or tissues - animal or human.
- Time split between onsite office environment, outdoor, and pet housing area.

### **Physical Requirements:**

- Valid driver's license and proof of automotive insurance.
- Willingness to work evenings, weekends, and holidays. Shifts vary based on organization and volunteer needs.
- Requires the ability to lift and move up to 50 pounds and use of manual dexterity.
- Requires the ability to be constantly mobile.
- Ability to effectively handle all sizes of animals including large dogs up to 50 lbs.
- Ability to work with animals, with no preexisting allergies to animals, hair or dander.

### **Additional Duties and Responsibilities:**

- Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others.
- Ability to follow oral and written instructions.
- Ability to plan, organize, and work with minimal supervision.
- Attend SAHS events as needed.
- Assist other departments and/or programs as needed and/or required.
- Ability and flexibility to accommodate last-minute program and schedule changes with a positive and supportive attitude.
- Responsible for completion of all online training curriculum by assigned deadline.
- Ability to work well with a diverse team of staff and volunteers, as well as individually, with limited direction.
- Must support and demonstrate the agency's Core Values – Customer Service, Adaptability, Respect, Responsibility, Integrity, and Compassion.
- Committed to a high standard of safety and comply with all safety laws and all of the employer's safety policies and rules.
- Report safety violations and potential safety violations to appropriate supervisory or management personnel.
- Other duties as assigned by the Development Manager and/or Director of Community Engagement.

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