

Development Associate



Department:	Development
Reports To:	Development Manager
Job Family:	Community Relations
FLSA Status:	Non-exempt
Supervisor:	No

Overview

The Development Associate is a member of a collaborative, donor-centered Development department that strengthens relationships with donors while increasing support and awareness of the agency. This role is responsible for supporting department operations and donor stewardship.

Key Role Responsibilities

- Accurately records gifts in the CRM and produces giving reports
- Guided by self-disclosure and/or publicly available information, maintains and updates donor records within the CRM
- Produces accurate and appropriately personalized acknowledgement letters/emails in a timely manner
- Ensure offers of in-kind gifts-are appropriately vetted with program staff prior to acceptance; coordinates receipt of in-kind gifts with the Clinic Administration department.
- Responds to donor inquiries to address needs and answer questions
- Supports agency involvement in workplace giving programs, federated campaigns and enrollment in donor incentive programs
- Reconciles donations with the Finance department monthly
- Provides administrative support for activities such as mailings, thank-a-thons and events

Key Agency Responsibilities

In addition to role responsibilities, each staff member has the following responsibilities as a part of their employment:

- Models and reinforces our core values: *dignity, authenticity, hope, justice, passion and balance*
- Actively participates in both performance improvement and advocacy activities that support the agency mission
- Protects our clients' personal health information by maintaining compliance with HIPAA and relevant health care related IT security regulations
- Performs other duties on an as-needed basis

Knowledge, Experience and Skills

Formal Education and Training

- Minimum of an Associate's degree

Experience

- Experience providing customer service to a range of stakeholders
- Experience in word processing, desktop publishing, complex mail merges and spreadsheet management
- Experience with a relationship management database
- Experience with The Raiser's Edge preferred

Skills

- Exemplifies professionalism through positivity and good customer service

- Holds self to high standards of honesty and integrity
- Persistent, action-oriented and deadline-driven
- Builds rapport; has good interpersonal and communication skills
- Learns and adapts quickly; is self-reflective

Working Conditions and Physical Requirements

- May be called upon to work beyond normal working hours and in other positions temporarily when necessary

Activity		Some <33%	Freq	Work Position %	
Lift	0-50 lbs.	x		Sitting	75%
Carry	0-50 lbs.	x		Walking	15%
Push	0-50 lbs.	x		Standing	10%
Pull	0-50 lbs.	x			
Stoop, Kneel		x			
Crawl		N/A			
Climb		N/A			
Balance		N/A			

Physical Requirements		Hazards	
x	Manual dexterity (eye/hand coordination)		Use of latex gloves
	Perform shift work		Exposure to toxic/caustic/chemicals/detergents
	Maneuver weight of clients		Exposure to moving mechanical parts
x	Hear alarms/telephone/tape recorder		Exposure to dust/fumes
x	Reach above shoulder		Exposure to potential electrical shock
x	Repetitive arm/hand movements		Exposure to x ray/electromagnetic energy
x	Finger dexterity		Exposure to high pitched noises
	Color vision	x	Exposure to communicable diseases*
	Acuity – far		Blood born pathogen exposure
	Acuity – near		Gaseous risk exposure
	Depth perception		
	On Call		

**May be exposed to infectious disease with little likelihood of harm if established procedures are followed*

