

Development and Membership Assistant

Summary: Maintains accurate and up-to-date donor and membership records in Raiser's Edge database. Creates, generates and maintains all membership correspondence. Provides member services and supports cultivation and stewardship activities.

Reports to: Development and Membership Manager

Hours: Generally, Monday – Thursday, 9:00 a.m. – 2:00 p.m. May change as business volume dictates. Some evening and weekend work.

Short-term, part-time hourly position

Responsibilities:

- ***Maintain accurate gift and donor information in Raiser's Edge***
 - Process gifts and acknowledgements in a timely manner
 - Record and update all donor information
 - Balance member payments on a regular basis and forwards all appropriate paperwork to accounting
 - Reconcile monthly reports
- ***Provide support for annual giving programs***
 - Develop lists and manage data for renewals, appeals, telefundraising, newsletters, e-communications and other communications as needed
 - Coordinate and manage mailings, both in house and with mail house as needed for the External Affairs Department. May include, but is not limited to renewal letters, appeals, acknowledgments, invitations and other communications as needed
 - Coordinate with US Postal Service as needed
- ***Provide member services and support cultivation and stewardship program***
 - Serve as public contact for member inquiries, and respond as needed
 - Assist with planning, implementation and staffing of cultivation and stewardship events
- ***Handles other duties as requested by management***

Qualifications:

- Previous experience in a development or membership environment preferred
- Excellent organizational skills with heavy emphasis on accuracy and high attention to detail
- Possess the ability to work independently and be self-motivated
- Possess the ability to be flexible with the working schedule
- Possess in-depth database experience. Familiarity with Raiser's Edge database strongly preferred. Must be able to input and manipulate data, perform queries and design and run reports.

- Excellent interpersonal skills with the ability to effectively deal with staff and visitors
- Possess demonstrated writing ability, with excellent grammar and punctuation skills
- Clearance of a criminal background check
- Ability to handle a variety of responsibilities under pressure and consistently meet deadlines
- Pleasing and professional phone manner