



Job Posting

TITLE Administrative Specialist

REPORTS TO Development Manager

JOB SUMMARY This position is responsible for administrative functions associated with a dynamic non-profit development department. Responsibilities include processing cash and credit card donations, producing department reports, maintaining the donor database and check log, generating mailings, donor acknowledgment and responding to donor inquiries. Provides administrative support to development department staff as needed.

CLASSIFICATION Full-time; non-exempt. Weekly schedule will be adjusted to accommodate department functions and events.

DUTIES/RESPONSIBILITIES

- Enter and maintain accurate information in the agency donor database and check log, ensuring all financial gifts and significant in-kind donations are recorded
- Generate all thank you letters and donor acknowledgments, accurately and timely
- Process all matching gift requests and car donation receipts
- Ensure all Enterprise Zone (EZ) donations are properly recorded and acknowledged. This includes ensuring forms are correctly generated to donors; creating/scanning/submitted forms to the county administrator, securely storing/maintaining EZ records, responding to donor inquiries and completing/submitted required periodic reports to the county administrator
- Process monthly giving programs including credit cards and First Bank donations
- Track and code cultivator for the department in the check log and database as needed
- Create and send quarterly pledge reports, year-end summaries and Enterprise Zone forms to donors
- Resolve donor issues related to acknowledgment and process donor information changes
- Maintain workplace giving programs and Pathways Partners to ensure donations are processed as instructed
- Transfer donation data from eTapestry to the daily check log report and resolve any discrepancies with the Finance department
- Respond promptly to requests for information during the preparation for the annual financial audit, and to requests received during the audit
- Routinely communicate changes in donor records such as pledge changes or write-offs to the Finance department
- Create and run eTapestry and other reports for the department as needed
- Responsible for the administrative duties of department fundraising events such as of the Where Action Matters Breakfast and Betty Proctor Fund events. Support development department events as needed, adjusting weekly work scheduled if required.
- Update donor mailing lists with new addresses for individuals and organizations that have moved using the National Change of Address **NCOA**^{Link™}
- Generate mailing labels for external communications and fundraising appeals
- Maintain all development department files, ensuring hard copy files are securely stored
- Maintain department supplies and order or coordinate supply orders with Office Manager when necessary

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's degree or equivalent work experience
- Two years' experience in an administrative role in an office environment

- One year administrative experience in a development department preferred
- Exceptional attention to detail and ability to routinely produce accurate, complete and timely donor records and acknowledgement letters
- Excellent organization and administrative skills
- Must exercise initiative, and demonstrate flexibility in managing time
- Excellent communication and problem solving skills, and ability to assess donor inquiries or problems and capably respond
- Excellent computer skills including Word, Excel, Google and databases
- Familiarity with eTapestry or other donor database preferred

Email resume and cover letter to: jobs@theactioncenterco.org
Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

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