



Job Posting

TITLE Administrative Specialist

REPORTS TO Development Manager

JOB SUMMARY

This position is responsible for administrative, research and support functions associated with a dynamic non-profit development department. Advanced database, Google, Microsoft Office, Excel, research and reporting skills required. Daily responsibilities include processing cash and credit card donations, maintaining the donor database and daily check log, providing excellent donor acknowledgement and support, performing research, and creating and producing department and ad hoc reports, generating mailings and donor correspondence.

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, proof and edit accurate and timely thank you letters and donor acknowledgments
- Process all matching gift requests and car donation receipts efficiently
- Ensure all Enterprise Zone (EZ) donations are properly recorded and acknowledged. This includes ensuring forms are: correctly generated to donors; creating/scanning/submitted 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
- Perform research using relevant sources and systems
- Create and produce routine and ad hoc eTapestry reports
- 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
- 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 of work experience in an administrative role required; with one year administrative experience in a development department preferred
- Advanced database, Google, Microsoft Office, Excel, research and reporting skills required
- Familiarity with eTapestry or other donor database preferred
- Exceptional attention to detail and ability to routinely produce accurate, complete and timely donor records and acknowledgement letters
- Excellent communication skills – must be comfortable and effective communicating with all levels of donors in person, by phone or in email
- Personable and trustworthy with exemplary professional poise; must respect and maintain donor confidentiality
- Excellent customer service and problem solving skills; ability to assess donor inquiries or problems and capably respond
- Excellent organization and administrative skills
- Must exercise initiative, and demonstrate flexibility in managing time

Email resume and cover letter to: jobs@theactioncenterco.org

Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

The Action Center is an equal opportunity employer