



**DEVELOPMENT SERVICES ASSISTANT  
JOB DESCRIPTION SUMMARY  
REPORTS TO: DEVELOPMENT SERVICES MANAGER  
AUGUST 2017**

**I. BASIC PURPOSE OR FUNCTION OF THE POSITION:**

The Development Services Assistant is an essential member of the Development team focusing on gift processing and donor relations. The Development Services Assistant focuses on gift processing to ensure donor records in the fundraising database are up-to-date and accurate, and focuses on gift acknowledgement to ensure timely donor stewardship. The Development Services Assistant serves as the primary point of contact for donors over the phone, by mail and e-mail. The Development Services Assistant also assists with the Annual Giving program and other department activities.

**II. ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Gift Processing, Data Entry, and Gift Acknowledgement**

- Performs daily entry and coding of gifts, using the fundraising database Raiser's Edge (RE)
- Prints accurate and timely mail acknowledgements for gifts. Coordinates letter signatures and mailing. Produces tribute cards as needed.
- Coordinates with gift officers to personalize acknowledgement letters to major donors and prospects and records in RE when letters are mailed for lockbox and credit card gifts;
- Monitors and downloads constituent records and online gifts made through the website;
- Ongoing maintenance of donor records, including review of duplicate records and other processes, to ensure a high level of file health for successful fundraising
- Processes monthly credit card payments for the Evergreen Society program, including monitoring declined cards, donor correspondence and timely updating/termination of cards that are about to expire.
- Coordinates with the lockbox company when mistakes occur in lockbox. Follows up with donors on invalid and declined credit cards. Troubleshoots other obstacles as needed.

**Donor Relations**

- Responds in a timely manner to all inquiries and special requests (by letter, phone or email) from donors and supporters; refers donors to other members of the development department and other departments as appropriate.
- Records all activities in RE.

**Monthly reconciliation with Accounting**

- Copies and bundles all reconciliation materials for review by Accounting;
- Takes additional actions as necessary to correct errors discovered in reconciliation.

**Annual Giving Campaign support**

- Assists with annual giving program's online fundraising campaigns for content review, editing, and production oversight.
- Other annual giving projects as needed.

**Additional Support**

- Cross trains on all Development Services Coordinator work to provide backup coverage if needed.
- Cross trains on Donor Database Manager work.
- Handles stamping and mailing of daily outgoing mail for organization.
- Undertakes administrative activities as needed by the Development Department in order to support the general fundraising operations of the League, including: compiling materials/packets for donor requests and assisting with event preparation
- Serves as reception back up upon occasion, when Office Manager is absent.
- Provides administrative support in the Development Department as needed
- Other duties as may be assigned from time-to-time.

**III. QUALIFICATIONS:**

- High proficiency with data entry and proven experience with Microsoft Word and Excel programs required. Knowledge of Raiser's Edge a plus.
- Strong communication and organizational skills with impeccable attention to detail.
- Self-directed with the ability to work as a team member.
- A strong commitment to the mission of Save the Redwoods League

**IV. WORKING CONDITIONS/PHYSICAL EFFORT:**

- Regularly sits at a desk or computer workstation doing repetitive data entry tasks.
- Actively utilizes computers, telephones and other office equipment.
- Frequently moves about the office to collaborate with colleagues.
- Occasionally lifts, carries or otherwise moves and positions objects weighing up to 30 pounds
- Occasionally walks on uneven ground during off-site activities.