



Title: Donor Relations Associate
Division: Community Engagement
Reports To: Development Director
Classification: Full-time, Non-exempt
Salary: \$20.60 per hour
Excellent Benefits Package Available

Summary: This is an entry level position that is responsible for donor relations, processing monthly donations and thank you letters, middle/major/planned giving focused projects, working cooperatively with other development department staff, and maintaining an accurate donor database.

Essential Duties and Responsibilities include the following (other duties may be assigned):

Donor Relations:

- Be first point of contact for general donor calls and requests.
- Coordinate Faithful Friend (FFR) monthly donor program.
 - Enter monthly batches.
 - Ensure updated credit cards and complete month end paperwork.
 - Assist with FFR receptions.
 - Thank FFR donors, remember birthdays, and other outreach efforts.
- Maintain Middle Donor Program.
 - Assist with stewardship of donors according to moves management plan.
 - Thank middle donors, remember birthdays, and other outreach efforts.
- Assist major donor team in donor relation efforts according to moves management plan.
- Assist with planned giving and Forever Friends Legacy Society (FFLS) donor efforts and ensure accurate coding of efforts in database.
 - Assist with FFLS reception(s).
- Perform thank you calls or emails to first time, middle, and other donors along with contacting donors when additional information or clarification is needed, while maintaining good donor relations and documenting all interactions.
- Responsible for the donor recognition programs like the donor bricks, memorial wall, and food bowls.

Data Entry:

- Assist in entering monthly and other donations accurately in development database, preparing deposit slips, and generating the appropriate correspondence in a timely manner.
- Help prepare thank you letters and other correspondence, including tribute cards, in a timely fashion.
- Adjust and customize thank you letters for donor cultivation purposes.
- Maintain current and accurate donor information in the database.



Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's degree or equivalent; or equivalent combination of education and experience.
- Proficient knowledge of Microsoft Office and preferably Raiser's Edge software.
- Have strong phone skills and appreciation for speaking to the public.
- Strong communication skills, both verbal and written. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals.
- Possess strong organizational skills and attention to detail.
- Professional, enthusiastic and positive demeanor
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate ratio and percentages.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Upon hire, must pass a background check.
- Upon hire, must be fully vaccinated against Covid-19 and able to show COVID Vaccination Card as proof of vaccination.
- Possess a valid CA driver's license with a satisfactory record to be insured by our insurance company.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position includes, but not limited to, regular use of hands and fingers to handle or feel; reach with hands and arms; talk or hear and taste or smell; frequently standing, walking and sitting; occasionally lift and/or move up to 25 pounds; vision abilities: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable



accommodations may be made to enable individuals with disabilities to perform the essential functions. The majority of the work performed is in an office setting and the noise level is usually moderate. Occasional local travel. May be exposed to zoonotic diseases.

We are an Equal Opportunity Employer and welcome a diverse pool of applicants.
EOE/M/F/D/V/SO