

Peninsula Humane Society & SPCA

Development Associate

Title: Development Associate
Department: Development
Division: Community Engagement
Reports To: Lead Development Coordinator
Classification: Full-time, Non-exempt, Non-Union
Salary: \$22.00 - \$24.00/hour, depending on experience

Summary: This position is responsible for processing non-complex incoming donations, generating thank you letters, completing deposit reports, and maintaining an accurate donor database. Working with development staff on donor recognition programs, tribute cards, and other duties to keep a smooth-running department. *Position must be performed on-site.*

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

- Enter donations accurately in development database, prepare deposit slips and generate the appropriate correspondence in a timely manner.
- Prepare thank you letters, other correspondence, and tribute cards in a timely fashion.
- Determine proper coding for incoming donations.
- Maintain written instructions related to the duties of the position.
- Adjust and customize thank you letters for donor cultivation purposes.
- Contact donors when additional information or clarification is needed, while maintaining good donor relations and documenting all interactions.
- Maintain current and accurate donor information in the database.
- Create and proof newsletter lists to make sure tributes and donor categories are recorded properly.
- Responsible for incoming and outgoing mail.
- Maintain donor recognition programs, including memorial wall, engraved bricks, and tribute bowls; prepare and process documentation for new orders and coordinate fulfillment.
- Pull mailing lists for birthday, anniversary, and sympathy cards; prepare and send cards in a timely manner.
- Maintain a professional demeanor while interacting with the public, donors, volunteers and other coworkers.
- Serve as third point of contact for incoming phone calls, providing backup support as needed.

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.



- High school diploma or equivalent required, college degree preferred; or two to three years related experience and/or training; or equivalent combination of education and experience.
- Proficient knowledge of Microsoft Office and preferably Raiser's Edge software.
- 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.
- 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 accommodation may be made to enable individuals with disabilities to perform the essential functions. This position includes, but not limited to, regular use of hands to finger, 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 accommodation 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 zoonotic diseases.

EOE/M/F/D/V/SO