Job Title: Development Assistant
Division: Community Engagement
Reports To: Lead Development Coordinator
Classification: Full-time, Non-Exempt
Salary: $23.00 - $26.00 per hour (DOE)
Excellent Benefits Package Available

Summary: This position is responsible for working on various projects in the development department including database management, mailings, digital fundraising, grants, the in-kind donation program, donor correspondence and cultivation, development volunteer supervision, and various administrative duties. ***Position must be performed on-site.***

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

- Ensure high-quality data within the database:
  - Uphold donor confidentiality through database security.
  - Learn and follow proper protocols and strategy for data entry including coding donor accounts appropriately.
  - Steward data through clean-up procedures, etc., to maintain database integrity.
  - Develop and maintain best practices for donor data and database architecture as our approach to engaging with donors evolves.
- Answer general questions from the community and donors through calls, texts and email.
- Perform thank you calls or emails to first time donors.
- Facilitate mail campaigns by querying for and exporting data files, reviewing/ editing copy, maintaining schedules, and coordinating with direct response marketing contractors.
- Coordinate with the Communications Manager and contractors to keep development-related webpages current and engaging.
- Communicate with donors: clarifying donations and/or donor information, in-kind acknowledgement letters, and stewardship.
- Cultivate positive relationships with donors that allow them to engage with and contribute to PHS.
- Train and supervise development department volunteers.
- Maintain department supply inventory; edit drafts of and order new supplies.
- Act as a backup for gift batch entry, thank you letters, etc.

- Maintain the PHS wish list – make sure donations are delivered to the appropriate departments and thank you letters are sent.
- Assist with texting program.
- Responsible for managing the grant cycle: researching, contact cultivation, applications, and stewardship.
- Help develop social media strategies and content if needed.
- Maintain a professional demeanor while interacting with the public, donors, volunteers, and other coworkers.
- Work effectively under pressure to deliver accurate results in a fast-paced environment.

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.

- Upon hire, must pass a background check.
- Bachelor's degree (B.A.) from four-year college or university; or two to five years related experience; or equivalent combination of education and experience.
- Proficient working with Microsoft Office specifically Excel and Word. Experience with Raiser's Edge (and/or other development software) and Google Drive preferred, but not required.
- Possess excellent written and verbal communication skills. Ability to write routine reports and correspondence. Ability to speak effectively before groups of donors or potential donors.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedures manuals and a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Professional, enthusiastic and positive demeanor.
- Strong organizational and time management skills.
- 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. They include, but not limited to the following: regular use of hands and fingers to handle and feel; reach to an arm's length; talk or hear and taste or smell; frequently standing, walking, and sitting; occasionally required to climb or balance and stoop, kneel, crouch, or crawl; occasionally lift and/or move up to 50 pounds; vision abilities include 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. Occasionally exposed to outside weather conditions. Occasional local travel to pick up donations, etc. May be exposed to zoonotic diseases. This position has flexible start times, as approved by the manager.

EOE/M/F/D/V/SO