Position Announcement

Job Title: Administrative Assistant for Development
Department: University Advancement
Classification: Non-Exempt Staff
Reports to: Development Directors
Issued/Date Revised: Revised August 1, 2011

Job Summary:

This position’s role is to foster positive and mutually-rewarding relations between the University and its donors; provide administrative support to development officers, and offer financial services in support of the University’s fundraising initiatives and its development officers.

Essential Duties and Responsibilities:

Annual Giving Support:

- Supports the Director of Development for Annual Programs with all appeals and University Fund communication;
- Coordinates various aspects of Phonathon including recruitment and scheduling of student callers, tracking pledges and daily totals, generating solicitation and reminder letters, making demographic updates in Raiser’s Edge and tracking Phonathon expenses;
- Sends Phonathon and other pledge reminders in accordance with established schedules and coordinates student pledge reminder calling as needed;
- In partnership with the Director of Development for Annual Programs, plans and oversees the annual student Thankathon;
- Manages donor acknowledgement and recognition activities in coordination with the Director of Development for Annual Programs;
- Works collaboratively with the Director of Development for Annual Programs to create and compose general University Fund gift acknowledgement letter templates, donor correspondence, and other stewardship materials; and,
- Manages and edits Annual Giving web pages.

Development Officer Support:

- Provides administrative support services for development officers including maintaining and coordinating calendars, assisting with travel arrangements, preparing donor correspondence and mailings, and other functions as assigned;
- Administrates the ‘moves management’ program including recording accurate Raiser’s Edge donor action records, maintaining donor solicitor assignments, initiating follow-up actions, and generating related management reports;

- Manages a system of tracking and informing development staff of important facts and information regarding assigned donors (i.e. birthdays, anniversaries, milestones, and special accomplishments in connection with cultivations and solicitations);

- Supports the stewardship responsibilities of the development staff by assisting with the establishment and coordination of individualized stewardship plans for donors and prospecting for top donors;

- Creates special donor proposals, gift documents, endowment agreements, advertising contracts, special project summaries and related correspondence for various gift and sponsorship arrangements;

- Responsible for historical record-keeping for annual named scholarship agreements, endowment agreements, charitable gift annuity agreements, trust agreements, gift agreements, contracts, correspondence, and Cornerstone Society records;

- Assists with preparations for both individual and group donor presentations including correspondence, acquisition and preparation of collateral material, electronic media and equipment, premiums/gifts; follow-up activities; and,

- Assists with planning and facilitating special donor and constituent events and initiatives.

**General and Shared Support Functions:**

- Logs incoming gift revenue on a daily basis;

- Generates Raiser’s Edge reports and mailing lists as requested;

- Assists with handling telephone calls and emails, as well as providing customer service to donors and other constituents;

- Processes check requests/requisitions and reconciles credit card statements and expense reports;

- Acquires gifts and items used for donor stewardship purposes;

- Maintains inventory of necessary supplies and collateral resource material;

- Develops and maintains operating procedures; and,

- Other duties as required.

**Qualifications/Skills Required:**

- Understanding of fundraising principles;
Proficiency in prioritizing and managing multiple, diverse and on-going projects where numerous and diverse demands are involved and where meticulous attention to detail is required;

Demonstrated experience in self-directing assignments and in self-motivation;

Demonstrated experience in generating and implementing new and creative ideas to enhance existing programs;

Exceptional interpersonal skills, including strong listening and interpretive skills, ability to manage sensitive and confidential information, and demonstrated dedication of outstanding customer services with donors, alumni, faculty, administrators, and students;

Excellent verbal, written, and organizational skills required; High level of accuracy with writing, grammar, and proofreading;

Deadline and detail oriented;

Ability to handle and accurately process varying sums of money on a regular basis, while adhering to processing deadlines; and,

Ability to maintain records and confidential files.

**Education and/or Experience:**

- Bachelor’s degree required
- Minimum of one to two years experience, preferably in higher education, in development, stewardship, advancement services or related field
- Proficiency using Microsoft Outlook, Word, and Excel
- Experience using Raiser’s Edge constituent and gift management software preferred

**Physical Demands:**
Ability to hear and speak to employees/management and outside business associates on the phone and in person; ability to sit for long hours at a time; ability to see the letters and numbers on a personal computer screen and on memos, reports and other documents; requires moderate right and left hand coordination for the use of the personal computer; ability to maintain a professional image.

**Work Environment:**
Work environment characteristics are representative of those that must be met by an employee to successfully perform the essential functions of this job. Regularly works with confidential information where disclosure could impact long-term/legal action. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The above are not intended to be an all-inclusive list of the duties, responsibilities and requirements of the job described. Rather, they are intended only to describe the general nature of the job.