

## BAY AREA TURNING POINT, INC.

<b>Job Title: Donor Relations Assistant</b>	<b>Job Code:</b>
<b>Department: Development</b>	<b>Reports to: Development Director</b>
<b>Effective Date:</b>	<b>FLSA Status: Non-Exempt</b>

### **Position Overview**

**Hours: Average workweek 40 weekly; Hours may be flexible as necessary to achieve program objectives, tasks, activities, responsibilities and to effectively document outcome measures and variances.**  
*Overtime must be approved by Supervisor.*

**Summary Description:** Work with the Development team to maintain and oversee the DonorPerfect donor database, ensure meaningful and timely communication and acknowledgements for donations and ensure implementation of donor stewardship plan. Provide clerical and administrative support to the Development Department and participate in fundraising activities, public relations events, and special events.

### **Essential Goals:**

Oversee the donor database and ensure integrity of data and reporting

Manage and produce all donor acknowledgments

Support the Development team by assisting with any donor recognition or fundraising events

Ensure the donor stewardship plan is executed and record data in the database

Support the Development team with administrative duties and other needs

Support a culture of philanthropy in the agency

Assist with increasing agency visibility

### **Specific Responsibilities:**

- Manage and maintain the donor database and ensure database standards are executed and maintained
- Process all contributions and produce all donor acknowledgments, ensuring accurate, meaningful, and timely communication
- Ensure development stewardship plan is implemented and record activities in the donor database
- Assist with all donor events as needed
- Provide support for monthly reconciliation of revenue with CFO
- Meet regularly with Development Director to ensure progress toward team goals and individual goals
- Provide administrative support to the Development team
- Perform other duties as assigned, including participating in staff retreats, donor relations activities as needed, and other clerical needs\
- Support a culture of philanthropy for the agency

### **Education and Other Requirements**

- Must embrace the mission of Bay Area Turning Point
- Demonstrated experience of administrative support and database maintenance
- Must have exceptional interpersonal communication, attention to detail, proofreading, and writing skills
- Possess the ability to effectively work with and gain respect of a broad base of staff, volunteers, and the general public

- Anticipate, understand, and respond to the needs of donors to meet or exceed their expectations within the organizational parameters
- Display a positive attitude, show concern for people and community, demonstrate presence and self-confidence, and possess good listening skills
- Ability to maintain files and problem solve
- Possess strong customer service skills, tact, and ability to maintain confidentiality
- Maintain strong attention to detail and be an organized self-motivator.
- Able to handle multiple projects simultaneously.
- Be culturally sensitive and able to work with multicultural client/customer population
- Computer skills required include MS Word (including mail merge experience), Excel, PowerPoint, Outlook, DonorPerfect or similar CRM database, and strong overall web and social media understanding
- Ability to attend meetings/events outside of traditional working hours as necessary
- Associate or Bachelor's Degree and/or experience in nonprofit donor development

**I have read and understand the essential job functions that have been outlined in the above job description for Bay Area Turning Point.**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

**Fundraising & Database Assistant 6/27/2018**

<b>HR use only</b>	
Job code	
Job Classification	
Management? (Yes/No)	No
Last revised	6/27/18

**NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.**