



## Job Description

OVERVIEW			
<b>Job Title</b>	<b>Donation &amp; Membership Assistant</b>		
<b>Department</b>	Donation & Membership		
<b>Reporting Relationships</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;">Reports to: Donation Manager</td> <td style="width: 50%;">Supervises: N/A</td> </tr> </table>	Reports to: Donation Manager	Supervises: N/A
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<b>Role Purpose</b>	Provides day to day support to the Donations and Memberships function.		
<b>Salary Range</b>	\$50k to \$55k depending on Experiences		

KEY ACCOUNTABILITIES & ACTIVITIES	
<b>Accountabilities</b>	<b>Key Activities</b>
Maintain Donation & Membership data base and admin support	<p>Under the direct supervision of Donation and Membership Director, donation and membership data will be entered into our Salesforce Database System.</p> <ul style="list-style-type: none"> <li>Enters donation data by inputting alphabetic and numeric information using an established procedure and through a detailed web based interface.</li> <li>Maintains data entry requirements by following data program techniques and procedures.</li> <li>Membership admin work of printing and mailing cards. Responsible for membership mail merge.</li> <li>Update all brunches donation to Sales Force.</li> <li>Verifies entered data by reviewing, correcting, deleting, or reentering data; combining data from multiple systems when information is incomplete; purging files to eliminate duplication of data.</li> <li>Administrative work on checking the emails, order supplies and maintain credit card machines.</li> <li>Maintains operations by following policies and procedures; reporting needed changes.</li> <li>Maintains customer confidence and protects data by keeping information confidential</li> <li>Contributes to team effort by accomplishing related results as needed.</li> <li>Contacts donors for any missing data or verification needed.</li> <li>Maintaining the credit card and all other machine support.</li> <li>Update Sales force and verify duplicate accounts.</li> <li>Call for failed Recurring collections.</li> </ul>

QUALIFICATIONS/REQUIREMENTS	
<b>Necessary knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>Organization, Typing, Data Entry Skills, Attention to Detail, Confidentiality, Thoroughness, Decision Making, Independence, Analytical, Information, Results Driven, Energetic Level, Self-Starter, Quick Learner.</li> <li>Strong written and verbal communication skills.</li> <li>Able to effectively run and write reports using Excel and other web-based platforms</li> </ul>

	<ul style="list-style-type: none"> <li>• Solid phone and computer skills with emphasis on Microsoft Office such as Word, Excel, Outlook</li> <li>• Must also be comfortable working in a close-knit, team environment where attitude and work ethic are crucial.</li> <li>• Must be able to meet deadlines set forth by the Executive Director</li> </ul>
<b>Education and certification requirements</b>	<p>Collage Degree Preferred</p> <p>Must be proficient in MS Office including Outlook, Excel (maintaining reports, providing summaries) and MS Word.</p> <p>Must possess a typing speed of at least 40 WPM</p> <p>Experience working with Database systems is preferred</p> <p>Excellent Communicational skills via email, phone and face to face is required</p>

<b>WORKING CONDITIONS</b>	
<b>Working Environment</b>	Normal office environment.
<b>Work Timings</b>	Full time position up to 40 hours per week