

THE SALVATION ARMY METROPOLITAN DIVISION

Position Description

POSITION TITLE: Donor Relations Assistant
LOCATION/DEPT: DHQ/Development
REPORTS to (TITLE): Director of Donor Relations and Analysis

OUTCOMES

All donor related information will be processed and filed promptly ensuring development staff of timely and accurate information.

PRIMARY DUTIES and RESPONSIBILITIES

1. Provides assistance to the Director of Donor Relations and Analysis on all activities from Reporting to Direct Mail.
2. Will manage Traffic by identifying and assigning appropriate tasks for staff.
3. Communicates with and provides assistance to Corps Officers as needed with the Director of Donor Relations and Analysis.
4. Donor information is received, entered on a timely and accurate manner.
5. The database is maintained on a consistent basis.
6. Requests for retrieval of donor information will be handled according to approved policies and procedures regarding such issues.
7. The confidentiality of donor information and gift histories will be maintained at all times.
8. Will act as the primary contact person in the absence of the Director.
9. Assistance with other duties as assigned.

RELATIONSHIPS

This individual has limited contact both within and outside the Salvation Army. In these contacts, they act as a representative of the Army and its mission.

Will give direction to staff on work flow and quality control issues and act as the department contact in the absence of the Director.

SUPERVISION RECEIVED

Under general supervision of the Director of Donor Relations and Analysis with some freedom to plan, schedule and carry out responsibilities within established policies and guidelines.

PERFORMANCE MEASURES

This individual will be evaluated on how effectively the outcomes of this position are achieved, as well as the timeliness, accuracy and completeness of accomplishing assigned goals.

- Overall departmental goals will be achieved.
- Complaints from donors related to gift acknowledgment are minimized.
- Donor gifts are entered and file maintenance performed in an efficient and accurate manner.

EDUCATION

A high school diploma with advanced competency in personal computer software and data entry techniques as well as proficiency in Office Suite and Excel. A BA/BS is preferred.

EXPERIENCE

A minimum of two-years experience in a non-profit organization, with at least two-years of demonstrated success in donor services, fundraising databases, or donor stewardship programs, with at least 1 year of experience as an administrative assistant and / or equivalent experience.

COMPETENCIES

- Excellent data entry skills with the ability to type at least 40 to 50 wpm.
- The ability to identify problems and investigate information
- Ability to utilize effective customer service skills with donors
- Demonstrated ability to use initiative and be a self starter
- Ability to take initiative to identify efficiencies and implement best practices
- Knowledge of or a willingness and aptitude to learn the concepts involved with the development and communications process.
- An attention to detail
- A positive attitude and the ability to be flexible in light of changing job situations/priorities
- A strong personal conviction for the mission of The Salvation Army
- An ability to work with confidential material

Position Ranking 6

SIGNATURES

SUPERVISOR/DATE

EMPLOYEE/DATE

2/12/2008