

Development Associate

Job Title:	Development Associate
Department:	Development
Job Classification:	Full-Time, Hourly, Non-Exempt
Job Relationships:	Supervised by Development Manager; works closely with Development Associate Lead and Event Program Manager; supervises volunteers as directed

The Development Associate assists the Department with gift entry and acknowledgement, database maintenance, events, and general administrative duties. The Development Associate also serves as the primary point of contact for the Development Department's general emails and administers the Department's bulk mailing program. Serves as backup for the Development Associate Lead for gift processing and other tasks and cross training is required. The work schedule is generally Monday through Friday with weekends and evening shifts as required.

Major Duties and Responsibilities:

- **Gift Entry/Acknowledgement**
 - Generates and mails gift acknowledgements and thank you letters in accordance with gift acknowledgement protocol
 - Tracks in-kind contributions and maintains records of in-kind donations
 - Serves as backup for gift processing
 - Tracks and follows up with adoption fee underwriters/"Support My Care" donors
 - Tracks donor tribute gifts and supports revenue growth through development of tribute campaigns
- **Database Maintenance**
 - Routinely updates donor information and mailing lists based on information gathered through department cultivation and stewardship activities (i.e. solicit code updates, event action updates)
 - Notifies Development Manager and Director of Development & Community Relations of major, capital and planned gift prospects based on giving patterns and activities
 - Assists with donor research activities as assigned
- **Event Assistance**
 - Supports the Fire Hydrant 5K through coordination of the Pet Expo
 - Supports the Top Cat & Tails gala through coordination of the silent auction
 - Generates mailing lists
 - Assists with invitations and logistics of development events and activities as assigned
- **Other**
 - Replies to and/or forwards Development Department general emails
 - Administers departmental bulk and other mailings including Holiday Card project; solicits and supervises volunteer assistance as needed
 - Oversees departmental supply inventory (ie. Letterhead, envelopes, labels, etc.)
 - May participate in annual and strategic long range planning; responsible for achieving departmental goals in related sub-categories
 - Supervises project volunteers
 - Participates effectively as a team member through communication, cooperation, information sharing and problem solving and attends meetings as required
 - Maintains solid attendance and punctuality
 - Meets "Standards of Professional Conduct" expectations
 - Participates on event committees as assigned
 - Other duties as assigned

Job Qualifications

Education/Experience:

- Minimum of an Associate's degree or equivalent applicable experience with at least one year of experience in a position requiring data entry
- Fundraising experience a plus
- Database management experience helpful; Raisers Edge software experience a plus
- Chameleon software experience a plus
- Minimum of one year of experience and proficiency with MS Excel; proficiency with MS Office applications and other computer skills
- Canva design experience a plus
- Proven data entry experience required
- Animal welfare experience a plus
- Project management experience a plus
- Demonstrated exemplary customer service experience
- Proven excellent oral, written, and interpersonal communication experience
- Demonstrated work experience showing strong attention to detail

Knowledge/Skills/Abilities: Exhibits proven exemplary customer service abilities in all interactions. Proven and effective interpersonal communication skills; high level of accuracy, flexibility and ability to meet tight deadlines; ability to manage multiple priorities and tasks; confidence in soliciting donations. Excellent computer skills, ability to enter data quickly and accurately and learn new software; ability to identify donor prospects; strong organizational skills and attention to detail; ability to work cooperatively as a team member; ability to effectively train and supervise volunteers; ability to exercise sound judgment in all circumstances especially when working with confidential information. Emotional intelligence, work ethics and integrity skills required. Must be able to work a flexible schedule with weekend and evening shifts and overtime as required.

Working Conditions

Work Environment: Open office space. Exposure to animals and potential exposure to zoonotic diseases, animal bites and scratches. Exposure to high noise levels when in kennels. Work may be performed outdoors with exposure to all weather conditions.

Physical Activities: Include sitting, significant and repetitive computer work, standing, and talking for eight or more hours a day with breaks. Frequent bending, squatting, walking and lifting and/or carrying up to 35 pounds unassisted and more with assistance. Some driving including potentially driving a van. Work includes weekend and evening shifts as required.

Other: Must be at least 21 years of age (required for insurance purposes); Valid Colorado Driver's License and insurable driving record.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.