

## SAMARITAN HOUSE POSITION DESCRIPTION



**Neighbor helping Neighbor**

[www.samaritanhousesanmateo.org](http://www.samaritanhousesanmateo.org)



**Position Title:** Development Associate  
**Department:** Development and Communications  
**Supervisor:** Development Data Systems Manager  
**FLSA:** Full Time/Hourly/Non-Exempt  
**Salary Range:** \$25.50 per hour

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs.

We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Under the direct supervision of the Development Data Systems Manager and in collaboration with the PR & Communications Manager and Director of Development, the Development Associate performs a variety of skilled administrative duties related to Development and Communications Department activities. This includes but is not limited to donor database entry, accurate recording of gifts and acknowledgments, data extraction, mass mailings, social media and content development support, event support and assisting with the development of effective working relationships with donors, volunteers, partners, vendors and staff. This is an entry-level position within the Development and Communications Department.

### JOB REQUIREMENTS AND QUALIFICATIONS

Preferred Requirements include but are not limited to:

- **EDUCATION:**
  - Bachelor's Degree in Business, Non-Profit Administration or related field – Extensive experience may substitute for education
- **EXPERIENCE:** Minimum two years of experience in the following:
  - Fundraising
  - General office work including database entry
  - Event support
  - Writing for marketing, fund raising or general business administration
- **CERTIFICATIONS, LICENSES and SPECIAL SKILLS DESIRED:**
  - Experience with LiveImpact or other donor database
  - Fluency with major social media platforms

- **GENERAL REQUIREMENTS:**

- Excellent written, verbal and interpersonal communication skills. Ability to articulate, establish and maintain successful and effective relationships. Must be able to work independently and collaboratively within teams.
- Excellent Computer Proficiency with Microsoft Office Suite including data entry and information management systems. Ability to quickly learn various computer programs and databases.
- Excellent data management skills, strong organizational, project management and time management skills, strong and effective multitasking skills. Accuracy and attention to detail is important as well as flexibility to meet the evolving needs of the department in a fast paced work environment. Strong Analytical skills.
- Ability and desire to work with various constituents of diverse backgrounds.
- Demonstrated ability to exercise appropriate and sound judgment with tact and diplomacy both under normal and stressful situations.
- Positive and resilient attitude with ability to maintain grace under pressure, excel and contribute to a collegial and friendly working environment. Have a sense of humor and a collaborative spirit.
- High level of ethics, integrity, compassion and transparency. Strong ability to maintain confidentiality and maintain appropriate professional boundaries with constituents.
- Ability to deliver solutions based approach to problem solving in a timely manner. Ability to be creative and show initiative.
- Ability to follow Agency Policies and organize required activities according to Samaritan House policies, procedures and best practices which include any related federal, state, or local agency requirement.
- Ability to meet deadlines and complete all work in a timely manner.
- Ability to work flexible schedules, including evenings, holidays and/or weekends as needed.

## ESSENTIAL FUNCTIONS OF THE POSITION

### Donor Services/Gift Processing

1. Support with institutional and individual gift entry and donor acknowledgement processes; ensure best practices are followed for timely and accurate process of contributions.
2. Prepare acknowledgment letters and other correspondence in a timely manner for donor data and grants managers.
3. Assist with mailings (soft copy and hard copy mailings).
4. Assist with exporting database gift batches and collaborate with Finance staff to ensure all gift revenues are properly recorded;
5. Assist with the provision of monthly and year-end gift reconciliation; Assist with donor and gift inquiries during the audit process as needed.
6. Support with the addition of funds, classifications and appeals as needed, under the direction of Supervisor and others as assigned.
7. Assist with written procedures for best practices, protocols and guidelines for donor database processes. Update processes on an as needed basis.
8. Support with donor research. Support Department in activities around donor engagement, moves management, and stewardship programs.
9. Assist in the maintenance and integrity of all constituent data in LiveImpact database.
10. Assist in enhancing effectiveness and utility of the LiveImpact database and the LiveImpact user experience. Assist in the training of volunteers and interns in basics of LiveImpact database: gift entry, batch gift entry, etc.
11. Assist with data entry in event software
12. Assist with online donation processing through Braintree, check for duplicates, etc.

### Event Support

1. Support all event logistics from concept to clean-up (venue, entertainment, staffing, event timeline and schedule, etc.); provide support to supervisor with all systems to monitor, track and report efficiency measures across all aspects of the event.
2. Assist with data entry for all event related software and platforms, which may include but are not limited to: LiveImpact, Auction! Systems and Spire Payment Solutions.
3. Assist PR & Communications Manager and supervisor in development and production of event collateral including but not limited to: Save the Date, Invitation, Event Program, Signage, etc.
4. Assist in event report production including but not limited to financial, expense, participant, budget, sponsorship, etc.
5. Assist with other development department events as needed

### Communications & Marketing Support

1. With guidance from PR & Communications Manager, generate content for organization's social media channels
2. With guidance from PR & Communications Manager, generate content for organization's monthly e-newsletter and bi-annual printed newsletters
3. Interview and photograph volunteers and clients for organization storybank, obtain publication consents
4. Track funder PR/crediting requirements and ensure proper adherence
5. Maintain marketing collateral templates and update them as necessary
6. Serve as resource to other departments in development of template-based collateral

## Community Relations

1. Communicate with Board, donors, staff and other departments; provide excellent customer service.
2. Develop and maintain successful relationships with volunteers assisting in the Development Department; supervise volunteer activities as needed.
3. Participate in general Development activities.

## Development Activities

1. Research and prepare donor and foundation prospecting information.
2. Create profile sheets and maintain donor portfolios for staff and board.
3. Assist in scheduling and preparing for visits with current and prospective funders, including any necessary IT setup and procurement of refreshments.
4. Notify Institutional Partnerships Manager upon receipt of grant payments
5. Assist with acknowledgment processing of grant awards

## Administrative Support

1. Assist Supervisor and Department staff with administrative duties as needed.
2. Assist other agency activities and special events where needed.
3. Order office supplies as needed.
4. Report and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Supervisor, as needed
5. Attend trainings and meetings as needed.
6. Other duties as assigned.

## EMPLOYMENT TERMS AND BENEFITS

This position is regular full time, hourly, non-exempt; Work hours for this position are generally Mon-Fri 8:30am to 5:30pm and as needed will include weekday evenings, weekend days/ evenings, and Holidays as assigned. Benefits include Medical, Dental, Life/AD&D/LTD; Voluntary Benefits include Retirement, Vision, and AFLAC salary protection programs. Paid Time Off Benefits Includes: nine paid holidays per year; and a 1<sup>st</sup> year PTO allowance of 22 days.

## HOW TO APPLY

Interested candidates for this position will be required to submit a cover letter and resume to:

SAMARITAN HOUSE Human Resources 4031 Pacific Blvd. San Mateo, CA 94403

E-mail: [hr@samaritanhousesanmateo.org](mailto:hr@samaritanhousesanmateo.org)

Facsimile: (650) 294-4336

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*