Position Title: Development Associate  
Candidate: VACANT  
Department: Development and Communications  
Supervisor: Development Data Systems Manager  
FLSA: Part Time 20 hours/Hourly/Non-Exempt  
Wage: $24 per hour  
Effective Date: 08.01.2020  

Under the supervision of the Development Data Systems Manager and in collaboration with Director of Development and Communications, the Development Associate performs a variety of skilled administrative duties related to Development Department activities. Development activities include but are not limited to donor database entry, accurate recording of gifts and acknowledgments, data extraction, mass mailings and any other development activities or tasks assigned. This position will collaborate with the Full Time Development Associate as assigned and on occasion receive instructions for development tasks as needed from this position.

JOB QUALIFICATIONS

Please note our preferred and in some cases required qualifications for this position:

Education and certifications –
- Bachelors or Associate Degree in Business, Non Profit Administration or related field.

Experience- Minimum 2 years of experience in the following:
- Database entry work for fundraising programs
- General administrative office work in a fundraising program
- Working with a formal nonprofit fundraising unit- supporting fundraising functions including event support
- Knowledge with LiveImpact, Salesforce, Raiser’s Edge or other fundraising constituent database

Other Skills and Expertise -
- Bilingual and Bicultural English and Spanish is a plus but not required.
- Strong 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: Ex with Microsoft Office Suite to include database entry and information management systems. Ability to quickly learn various computer programs, applications and databases. Knowledgeable with use telecommunication applications as assigned- zoom, skype, FB Messenger etc.
- Excellent Analytical and Data Management skills, strong organizational, 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 ability to maintain confidentiality and maintain appropriate professional boundaries with constituents. Ability to maintain successful relationships with constituents at various levels and back grounds. High level of ethics, integrity, compassion and transparency.
• Excellent ability to deliver solutions based approach to problem solving in a timely manner. Ability to be creative and show initiative.
• Ability to meet deadlines and complete all work in a timely manner.
• 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.
• 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 work flexible schedules, including evenings, holidays and/or weekends as needed.
• Ability to independently travel to agency locations- must have dependable transportation with insurance, and a clean driving record.

WORK ENVIRONMENT AND BACK GROUND CHECK

References and background checks will be conducted by Samaritan House prior to employment. You must have the physical, visual and auditory ability to perform the essential functions of the job, ensure a safe/secure work environment and respond to any emergencies with or without reasonable accommodations. Regular and repeated use of motor coordination and hand motions for filing, computer data entry and writing. Candidate should have the physical ability to occasionally lift and/or move items (approximately 20 lbs.). Occasional sitting, walking, carrying, reaching, speaking, listening for extended periods of time. Work environment can be high stress and fast paced. This position will require use of company mobile devices under normal conditions: laptop and cell phone.

Operations under Pandemic - This position will operate both on site and remotely during the COVID Pandemic. All external contact will be through telecommunication methods and not in person. While on job site, all employees are required to wear masks and the practice of social distancing and appropriate sanitation protocols is required at all times. Violation of Mask, Sanitation and Social Distancing Protocols will result in removal from Agency property. Position will be evaluated for equipment needs if working remote- TBD.

ESSENTIAL FUNCTIONS OF THE JOB

A. Providing Services to Donors and Processing Gifts
• Assist in the maintenance and integrity of all constituent data in LiveImpact database.
• Support Department in activities around donor engagement, moves management, and stewardship programs.
• Support with institutional and individual gift entry and donor acknowledgement processes; ensure best practices are followed for timely and accurate process of contributions.
• Prepare acknowledgment letters and other correspondence in a timely manner with minimal errors for donor data and grants managers.
• Assist with mailings (soft copy and hard copy mailings).
• Assist with data entry in event software
• Assist with written procedures for best practices, protocols and guidelines for donor database processes. Update processes on an as needed basis.
• Assist with exporting database gift batches and collaborate with Finance staff to ensure all gift revenues are properly recorded;
• Assist with the provision of monthly and year-end gift reconciliation; Assist with donor and gift inquiries during the audit process as needed.
• Support with the addition of funds, classifications and appeals as needed, under the direction of Supervisor and others as assigned.
• Assist with online donation processing through Braintree, check for duplicates, etc.

B. Provide Support and Assistance to Event
• Assist with data entry for all event related software and platforms including but not limited to the following systems: LiveImpact, Auction! Systems, Spire Payment Solutions or Greater Giving.
• Assist in event report production including but not limited to financial, expense, participant, budget, sponsorship, etc.
• Assist with other agency or development events as assigned.
C. **Support Development Activities**
   - Assist in scheduling and preparing for visits with current and prospective funders, including any necessary IT setup and procurement of refreshments.
   - Notify Associate Director, Institutional Partnerships upon receipt of grant payments
   - Assist with acknowledgment processing of grant awards

D. **Support Administrative Operations**
   - All work/business to be performed with appropriate professional boundaries, excellent ethics/integrity and in good faith.
   - Assist Supervisor and Department staff with administrative duties as needed.
   - Assist other agency activities and special events where needed.
   - Order office supplies as needed.
   - Report all incidents or on the job injuries immediately or within 24 hours whichever is sooner. Complete necessary incident report forms.
   - Maintain flexible schedule.
   - Attend meetings or trainings as assigned. Represent Samaritan House professionally and successfully to any external contacts/constituents.
   - All other duties as assigned

**HOW TO APPLY**

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

SAMARITAN HOUSE: Director of Human Resources
4031 Pacific Blvd, San Mateo, CA 94403
E-mail: hr@samaritansanmateo.org Via 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.*

**ACKNOWLEDGMENT**

*Please sign below in acknowledgment that you have received and understand the job description of Development Associate.*

______________________________ Date
Employee Signature
______________________________ Date
Supervisor Signature
______________________________ Date
Director of Human Resources