



POSITION DESCRIPTION

Position Title:	Development Associate
Department:	Development and Communications
Supervisor:	Individual Giving Manager
FLSA:	Full Time/Hourly/Non-Exempt
Salary Range:	\$25.00 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 Individual Giving 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. This includes but is not limited to gift entry, accurate recording of gifts and acknowledgments, content creation, financial reconciliation, and event support.

JOB REQUIREMENTS

Preferred Requirements include but are not limited to:

EDUCATION:

- Bachelor's Degree in Business, Non-Profit Administration or related field

EXPERIENCE: 1-2 years of experience in the following:

- General data entry work/ administrative office work
- Fundraising or event support
- Writing for marketing, fundraising or general business administration

CERTIFICATIONS, LICENSES and SPECIAL SKILLS DESIRED:

- Some experience with LivelImpact, Salesforce, Raiser's Edge or other constituent database

GENERAL REQUIREMENTS:

- 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, 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
- Strong ability to maintain confidentiality and maintain appropriate professional boundaries with constituents. High level of ethics, integrity, compassion and transparency.
- 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.
- Ability to meet deadlines and complete all work in a timely manner.
- 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.
- 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.

WORKING ENVIRONMENT/MINIMUM PHYSICAL ACTIVITIES

Incumbent must have the physical, visual and auditory ability to perform the essential functions of the job and respond to emergencies with or without reasonable accommodations. Reference checks will be performed prior to commencement of employment.

Activities may include but not limited to repetitive hand/arm motion (computer work), extended periods of standing, sitting at a computer workstation, occasional travel, occasional bending, pulling, pushing, reaching, lifting and carrying up to 25 pounds. This position does not require mobile communication.

ESSENTIAL FUNCTIONS OF THE POSITION

Donor Services/Gift Processing

- 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 for donor data and grants managers.
- 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.
- Assist with large and small constituent mailings (soft copy and hard copy mailings).
- Assist with data entry and attendance 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 gift processing through Braintree, Benevity and other platforms.

Communications & Marketing Support

- With guidance from Communications Manager, generate content for organization's social media channels.
- With guidance from Communications Manager, generate content for organization's monthly e-newsletter and other publications and collateral.
- Support the creation and maintenance of the organization's photo archive, including photo credit, consent forms, and relevance across department and organization.
- Support PR Consultant and Communications Manager as needed.

Event Support

- Assist with data entry for all event related software and platforms, which may include but are not limited to: 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 development department events as needed

Development Activities

- Assist in scheduling and preparing for visits with current and prospective funders, including any necessary IT setup and procurement of refreshments.
- Notify Institutional Partnerships Manager upon receipt of grant payments
- Assist with acknowledgment processing of grant awards

Administrative Support

- 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 and complete any necessary incident reports within 24 hours. Review the incident report(s) and discuss with Supervisor, as needed
- Attend trainings and meetings as needed.
- Other duties as directed

EMPLOYMENT TERMS AND BENEFITS

This position is 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 1st 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@samaritanhouse.com
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.*