

## **Development Associate**

Do you love numbers, detailed work and managing complex projects? Want to join a dynamic, fun, ambitious, forward thinking fundraising team?

The Community Shelter Board is an award-winning non-profit organization working to end homelessness. We are seeking a professional, self-motivated associate to:

- Provide a range of administrative duties;
- Provide consistent and thorough management of CSB's donor database and wealth screening tool;
- Provide direct responsibility for processing all gifts and acknowledgement letters; and
- Support fundraising objectives by preparing prospect information, managing relationship details and solicitation schedules, and evaluating fundraising results.

You'll have the opportunity to work in a fast-paced environment in this full-time position. Multi-tasking, prioritizing and excellent written communication skills are key. A successful candidate must have strong attention to detail and organization skills with the ability to be accurate and perform well under pressure.

CSB offers a competitive salary, an excellent benefit program including health, dental, and vision insurance coverage, life insurance, 401(k) plan and employer retirement plan, flexible spending accounts, and generous paid time off. We also offer an attractive, comfortable work setting and free parking. Learn more about CSB at [www.csb.org](http://www.csb.org). Interested applicants should submit resume and cover letter to [hiring@csb.org](mailto:hiring@csb.org) by October 15, 2018. EEO. Diverse applicants are encouraged to apply.

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Title of Position: Development Associate

Pay Range: \$35,000 - \$45,000

Status: Non-exempt, Full-time

Benefits: Health, dental, vision, life, disability, retirement plan, Section 125 cafeteria benefit plan, and paid leave.

Reports to: Development Director

Unit: Relationships & Revenue

### **BASIC FUNCTION**

This position is responsible for working with the Development Director to implement the overall development strategy for the organization. Provides primary project and process management as well as administrative support in all areas of development and communications.

### **EFFECT ON END RESULTS**

This position is primarily concerned with the achievement of the goals for the organization by organizing, managing and supporting development team operations to secure philanthropic and public resources for the long and short-term future of the organization.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Responsible for promptly and accurately entering all gifts and pledges, exporting information for Finance department, and processing all donor acknowledgement thank you letters and queries of all reports for donations.
2. Prepare all solicitation letters, including sorting complex lists and tracking responses in donor database, preparing letters, and pulling reports.

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3. Assure accurate reporting and records management.
  - a. Maintain donor profiles and information in donor database, pull complex reports.
  - b. Utilize analytic and targeting tools to further engage current donors and secure new donors.
4. Coordinate logistics of direct mail program, for current and new donors.
  - a. Increase retention and giving level/frequency of individual donors by implementing solicitation plan.
  - b. Identify trends and patterns to increase donor gift size and frequency of gifts.
  - c. Analyze results with donor prospects and giving, then adjust solicitation strategies as needed.
5. Support relationship managers in growing donor support program.
  - a. Lead on identifying prospects in donor database. Utilize wealth screening tool to target and prioritize prospects.
  - b. Pull donor relationship management lists to assist fundraising officers in building and maximizing relationships.
  - c. Evaluate results from multiple functions and avenues of private fundraising, including major gifts, individual giving, direct mail, and annual fundraising.
6. Assist the Development and Communications team in fundraising activities, including preparing materials for donor visits and relationships and scheduling meetings as requested. Organize and execute internal team needs.
7. Manage Raiser's Edge development database including establishing and maintaining policies and procedures related to data integrity; monitors and limits database access as needed; analyzes database needs and develops long-term strategy for data entry; creates custom reports via Crystal Reports as needed. Provide primary support for all staff requesting information from the donor database.
8. Manage the production and printing of letterhead, business cards, and other printed materials.
9. Organize, coordinate and maintain development files, records and related correspondence; and ensure orderly, efficient and accessible operation of development and communications office.
10. Maintain up-to-date departmental accountability documents including communications toolkit for general communications, organization work plan, and others.
11. Manage self and position responsibilities in a manner which is congruent with CSB values, mission, policies and procedures.
  - a. Maintain confidentiality and discretion.
  - b. Maintain good, professional relationships with CSB staff and others.
  - c. Adhere to high standards of personal and professional conduct.
12. Contribute to an atmosphere of dignity, respect, and diversity, and adhere to CSB's Code of Conduct. Ensure equal treatment of others without regard to race, religion, color, national origin, ethnicity, ancestry, sex, sexual orientation, gender identity and expression, age, disability, veteran status, familial status, or socio-economic status.
13. Other duties as assigned.

### **OTHER FUNCTIONS**

1. Provide backup staffing for Relationships and Revenue team members.
2. Provide backup coverage for the Administrative Assistant.
3. Coordinate Development and Communication Team meetings.
4. As needed, assist with meeting set up and clean up.
5. Other duties and projects, as requested.

### **KEY LEADERSHIP COMPETENCIES**

1. Can learn new skills and knowledge and picks up on technical things quickly. Has ability to problem solve needs in multiple systems within set time constraints.

**Community Shelter Board is an Equal Opportunity employer  
and conforms to all applicable employment practices.**

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2. Can accurately plan projects/tasks with regards to length and difficulty. Can set objectives and goals and anticipate and plan for roadblocks.
3. Can establish processes in order to work efficiently.
4. Can handle stress and changing situations with composure.
5. Establishes and maintains effective relationships with customers and gains their trust and respect and is dedicated to meeting their expectations and requirement.
6. Can make decisions without having the total picture. Is comfortable handling uncertain situations.

### **SKILLS, KNOWLEDGE & ABILITIES**

1. Proven competency in written and oral communication skills required.
2. Demonstrated ability to accurately attend to detail; ability to manage large amounts of information effectively.
3. Must be computer proficient and have specific knowledge and detailed experience with Microsoft Office Suite to include Excel, Word and Outlook/E-Mail. Relational database experience and reporting knowledge very helpful.
4. Must be able to work independently and act as a team member who interacts effectively with diverse groups of customers both external and internal, volunteers and staff.
5. High degree of discretion and confidentiality.
6. Excellent project and process management skills.

### **PHYSICAL OR MENTAL DEMANDS**

1. High energy level, comfortable performing multi-faceted projects in conjunction with normal activities. Comfortable in fast-paced environment.
2. Ability to focus and concentrate on complex tasks for extended periods of time with minimal error rate.
3. Quick learner – Ability to multi-task and maintain/oversee multiple projects simultaneously.
4. Superior numeric skills.

### **MINIMUM QUALIFICATIONS**

1. Congruence with agency mission and values.
2. At minimum a high school degree with post high school education preferred. Education or experience focused in a business field - accounting, finance, marketing, communications, etc. - or computer science, technology, and data/information services. Book-keeping experience a plus.
3. Valid Ohio driver's license, proof of automobile insurance, and pass a criminal background check.
4. Experience working in a not-for-profit setting preferred.
5. Working knowledge of Raiser's Edge preferred.