



For Lifelong Care & Wellness

POSITION TITLE: Development Associate
DEPARTMENT: Development
REPORTS TO: Director of Philanthropy

DATE: 01/2023
FLSA STATUS: Non-exempt
SALARY: \$25/hr

SUMMARY

The Development Associate will support all functions of the Development Department in the execution of a broad-based development program to raise unrestricted and restricted gifts. The Associate will manage the donor database and be responsible for all data reporting. The Associate will help orchestrate all fundraising appeals (print, email and social media), donor recovery appeals, constituent appeals, Legacy Society appeals, new donor welcome letters and donor update mailings. The Associate will be responsible for donor acknowledgements and assist with donor stewardship. The Associate will assist with agency website updates and the use of social media to accomplish fundraising objectives. Associate will also help plan and execute fundraising events and donor receptions.

PRINCIPAL RESPONSIBILITIES AND ACCOUNTABILITIES

Workflow / Process

- Manage Donor Database to include inputting contributions received on a daily basis from all sources, maintaining donor profiles, inputting contact notes, properly flagging donors for moves management system, and pulling all necessary data reports upon request.
- Assist with prospect identification, qualification and donor research using Donor Perfect and Donor Search.
- Assist with preparation of materials to support donor cultivation and solicitation.
- Prepare Daily Donor Report to facilitate acknowledgement process and donor follow-up when a contribution has been made.
- Assist with making daily phone calls to thank donors.
- Prepare all donor acknowledgment letters: gifts to the annual fund; grants; event support; memorial gifts; in-kind gifts; campaign pledge payments.
- Help execute various appeals throughout the year, including the year-end annual appeal, donor recovery appeals, legacy giving appeals, grateful patient appeals and other mailings throughout the year to RVNAhealth constituents.
- Assist with coordination of fundraising events to include pre-event support solicitation mailings, post-event acknowledgements, recognition and tracking of new donors, and event day logistics.

- Manage all dashboard reporting for department; assist Director with updating the fundraising dashboard for monthly Development Committee meetings.
- Record and distribute monthly Development Committee meeting minutes.
- Routinely prepare all moves management reports for directors and CEO, so as to track and facilitate donor stewardship and cultivation activities.
- Manage Capital Campaign records to include invoicing for pledge payments.
- Coordinate with Development Manager to make sure Development department records balance daily with Finance department general ledger.
- Oversee Annual Meeting and Incorporators Event to include identifying new Incorporators, coordinating event logistics, creating event PowerPoint, managing invitations and RSVP's, planning two private donor flu clinics.
- Assist with production of Annual Report.
- Execute online giving days (Giving Tuesday, Fairfield County Giving Day) to maximize potential of online contributions and new donor acquisition. Work closely with Marketing team on publicity and social media efforts.
- Assist with monthly agency newsletter as needed.
- Coordinate with Development Manager and Marketing Manager to ensure agency website and calendar is up to date with seasonal event information, business partnerships, online donation capabilities and other needs of the Development Department.
- Ensure compliance with all report requirements for grants and donations received.
- Knowledgeable and compliant with all agency and regulatory procedures including but not limited to Corporate Compliance, HIPPA and Medicare conditions of Participation

COMPETENCIES

Quality/Compliance: Achieve a standard of excellence with work processes and outcomes, honoring agency policies and all regulatory requirements.

Customer Focus: Enhance the customer experience. Promote and practice customer service as a value.

Communication: Balance listening and talking, clarify and ensure understanding when talking to others, influence others, keep others informed cross-departmentally.

Teamwork: Develop and leverage relationships within and cross-departmentally to achieve results. Be helpful, respectful, approachable and team oriented, build strong working relationships and a positive work environment.

Professionalism: Model agency values in support of the vision and mission. Live the culture! Diplomatically handles challenging or tense interpersonal situations.

Initiative: Take ownership of work, do what is needed without being asked, follow through.

Effectiveness: Ability to produce a desired result, cost conscious, looks for better ways to get the job done.

Open Minded: Considers new ideas, questions the norm, embraces continuous improvement.

Coaching and Mentoring: Set clear expectations, manage staff that improves their ability to succeed. Role model. Be inspirational.

Adaptability: Positively respond to change. Embrace new practices. Recover from set-backs.

EXPERIENCE AND QUALIFICATIONS

- Bachelor's Degree preferred in communications, business, or marketing. Sales and marketing experience preferred.
- Ability to manage multiple roles and prioritize work.
- Ability to work independently with a minimum of supervision and instruction.
- Excellent written, verbal and interpersonal communication skills to initiate and cultivate positive relationships key to the fundraising and donor-development process.
- Highly motivated with strong organizational skills, personal integrity and the ability to work effectively both independently and in a team environment.
- Computer proficiency in database management, Word, Excel and spreadsheet reporting. Knowledge of and experience in using donor database software, such as Donor Perfect. Familiarity with PowerPoint a plus.
- Ability to creatively and effectively use social media, including Facebook, Twitter, Instagram.
- Ability and willingness to follow Agency policies and procedures, and to work as a team member supporting the agency mission, vision and values.

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

DISCLAIMER

This job description is not designed to cover or contain a comprehensive listing of all accountabilities or responsibilities that are required of the employee. While this is intended to be an accurate reflection of the current job, other accountabilities and responsibilities may change or be assigned at any time with or without notice.

Interested candidates should contact Kelly Klein, RVNAhealth Director of Human Resources, at Kklein@rvnahealth.org or (203)438-5555, x1030.