

STAR, INC., LIGHTING THE WAY...

JOB DESCRIPTION

Title: Development Assistant and Donor Communications

Responsible To: Director of Philanthropy

Responsible For: Supporting the administrative functions of the Director of Philanthropy and Executive Director. Responsible for all aspects of database management, daily gift processing and timely acknowledgement of donations to STAR and The STAR Foundation. Support of special events and direct involvement in all fundraising activities.

Major Responsibilities:

- **Essential Duties - Non-Essential**
 - Displays an overall commitment to the mission and values of the organization.
 - Provides general administrative support for the Philanthropy Department and Executive Director.
 - Handle highly sensitive and confidential information.
 - Assist organization's leadership in preparation of board meetings including typing and maintenance of records related to the Board of Directors and Board Committees, i.e. minutes, agendas, and Board correspondence.
 - Typing, editing, mailing and filing of reports, letters, memos, minutes, contracts, manuals and other typing duties as needed.
 - Daily data management and maintenance of the Bloomerang and QGiv donor databases for STAR and The STAR Foundation donors including membership, memorials, annual fund, special events, foundations, civic and religious organizations, grants, etc. as well as other matching gift donor portals.
 - Compose, prepare for signature and mail timely thank you notes for all contributions.
 - Track donor prospects and cultivation of new donors in database.
 - Enter data and generate reports, as needed.
 - Leverage data for increased donor engagement, retention, and revenue.
 - Manage the integration between the Bloomerang database and event fundraising databases such as QGiv, to dovetail with organization's financial reporting.
 - Assist in the functioning of the Development Department's daily operations, projects, tasks, and special events.
 - Provide input, coordination, and support of agency special events.
 - Participate in special events outside of the office environment and outside standard hours.
 - Provide on-site direct support and coordination for all special events including set-up, greeting, registration and check-out.

- Support marketing and communications efforts, including social media, website, and email marketing as needed.
- Work in collaboration with the Development Associate.
- Planning, coordinating meetings, collecting RSVP's, meeting preparation, tracking attendance, etc.
- Assist with volunteer recruitment, assignment, and management as needed.
- Serve as a point of contact for all individual donor inquiries via phone, email, and mail.
- Support donor stewardship with frequent communications and professional customer services.
- Work with Development Associate to maintain volunteer database

Other Duties:

- Safeguard human and civil rights of all program participants under his/her supervision.
- Assist colleagues as requested and assigned.
- Participate in staff meetings, skills development and special projects as directed
- Substitute for receptionist when needed and requested.
- File for Executive Director and Director of Philanthropy
- Attend agency-conducted meetings as requested.
- Other duties as assigned.

- **Physical Requirements:** Ability to sit 80% of the workday.

- **Qualifications:**

Bachelor's degree with flexibility and excellent verbal, written communication and organizational skills. Keyboarding (55-60 wpm) with strong technology skillsets including word processing, Excel, Bloomerang, social media and knowledge of other office equipment and procedures. A self-starter with accurate editing and writing skills. Fundraising experience preferred.

OR

A combination of education and experience, which in the judgment of the hiring body meets the standards of quality to satisfactorily perform the job.

- **Hours:** M-F - 35 hours per week. 8:30 a.m. – 4:00 p.m., half hour unpaid lunch, Flexible hours when needed – includes some evenings and weekends (Special Events).
- **Status:** Non-Exempt.
- **Salary:** \$36,400-\$43,680, plus benefits.