



CATALINA ISLAND CONSERVANCY

JOB DESCRIPTION

POSITION: Development Assistant

STATUS: Non-exempt, Full-time

DEPARTMENT: Development

REPORTS TO: Senior Membership Manager

UPDATED: August 2022

POSITION SUMMARY:

The Development Assistant is responsible for administering the Conservancy's gift acknowledgement, stewardship, and membership fulfillment processes and providing special events support. She/He will generate acknowledgement letters from weekly gift reports, manage an annual stewardship calendar, and provide special event support to the Membership and Annual Giving and Sr. Special Events Managers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinate daily donor acknowledgment process, track acknowledgement letter process, prepare thank you letters for CEO's handwritten or digital signature, mail letters, and acknowledgment in donor database. Generate special needs acknowledgements, post event notes and other related acknowledgement activities.
- Working with President & CEO, Chief Development Officer and development and communication department staff, maintain annual stewardship calendar with a variety of activities and records activities/contacts in donor database.
- Maintain membership benefits and materials for distribution; assist members with use of benefits.
- Coordinate membership fulfillment and renewals weekly, which includes membership payment processing, and data entry/exports. Pull weekly member fulfillment lists and email/mail out membership cards and letters.
- Pull monthly membership renewal lists, sending out renewal notices via email and mail. Follow up phone calls may be required.
- Development of membership relationships and elevates members to a higher support level.
- Track and organize inventory of member premiums/promotional items, mailing supplies, materials.

- Assist staff in recruiting new members through a variety of initiatives. Coordinate email lists and tracking spreadsheets and maintain data to support recruitment activities (calls, emails, letters) which will include membership issues, hiking, camping and benefits.
- Organize, coordinate and maintain the integrity of hard and soft filing systems.
- Maintain email addresses (database) for membership, events, stewardship and related development/communications use.
- Respond to phone or email queries related to donations/payments, ticket purchases, event information, refunds, and membership benefits, always providing excellent customer service.
- Provide support for member/support group events.
- Provide event planning and execution support to the Sr. Special Events Manager for Ball, Wild Side Art Show and other events throughout the year. Administer invite and RSVP lists, coordinate large mailings, regularly update Sr. Special Events Mgr. about event/attendance status, and maintain donor records.

- Assist Sr. Special Events Manager with event-related activities, including check in, auctions, catering, facilities, permits, décor, and staging.
- Assist with roll out of new Membership Platform, MemberPress in 2022/2023. Will require learning the new platform and updates in responsibilities, allowing for greater efficiency in membership and donor relations.

PREFERRED QUALIFICATIONS:

Knowledge/Skills:

- Detail oriented with a critical degree of accuracy regarding data entry.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
- Written Communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Experience with Abila Fundraising 50 or similar donor/relational database.
- Proficient experience using Excel, Word, PowerPoint.
- Ability to accurately perform mail merges, import data, and export data.
- Demonstrated competence in interacting with donors and volunteers.
- Event planning experience.
- Familiarity with online credit card processing systems and auction management software.
- Familiarity with POS systems (Siriusware or similar).
- Familiarity with Constant Contact electronic mail distribution processes.

COMPLEXITY/PROBLEM SOLVING:

- Demonstrates ability to prioritize work and to perform multiple tasks simultaneously while adhering to deadlines. Understands timelines and project management tools.
- Excellent problem-solving, planning and analytical skills.
- Ability to understand and follow directions and development procedures.

COMMUNICATIONS/INTERPERSONAL CONTACTS:

- Interpersonal skills using tact, patience and courtesy.
- Strong and effective oral and written communications skills.
- Excellent ability to interface seamlessly with a variety of contacts including staff, donors, volunteers and members through various forms of communication (phone, email, etc).
- Ability to take responsibility, to work well as a team member and to work independently.
- Maintain confidentiality of all donor records and other sensitive information.

EDUCATION / EXPERIENCE:

- Bachelor degree preferred with 1-2 years of familiarity of nonprofit development office administration and, event planning.
- Experience with data input and administration.
- Valid Driver's License.

WORK ENVIRONMENT/ PHYSICAL DEMANDS:

The Physical demands describe here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee must be willing and able to travel to Catalina Island as needed, including periodic overnight stays.

- Work location is at Conservancy Office, Long Beach, CA; the location has moderate noise levels and is a non-smoking environment.
- The majority of the job duties are performed in an office environment; the employee must occasionally lift and/or move up to 25 pounds.
- Ability to work some evenings and weekends.