

INTERFACE CHILDREN & FAMILY SERVICES JOB DESCRIPTION

TITLE: Development Specialist
Hours: Part-time/25 hours
Rate: \$21.00/hr

OVERVIEW

The Development Specialist reports to the Director of Development and serves as the lead administrator for Donor Perfect (DP) donor database, oversees agency grant management, and provides administrative support for special events and the Fund Development & Marketing (FD&M) team. The position proactively identifies and implements creative and thoughtful strategies to support fundraising and communications functions for the organization. This position also sets and manages DP policies, site maintenance, data integrity, staff training, and the development and management of new and ongoing operational protocols. Additionally, this position serves as the primary conduit to the accounting department for monthly reconciliations and as administrative support for the FD&M team.

DUTIES Essential responsibilities and duties may include, but are not limited to the following:

Donor Database Administrator

1. Donor Perfect donor database management - keep data clean and updated by following established data entry protocols, removing duplicate records, updating and tracking individual relationships, and running queries and exports.
2. Develop and implement data entry standards, procedures, and best practice guidelines and ensure adherence to these standards throughout the department.
3. Manage donation process – oversee gift entry into the database, the transmittal of payments and payment information to accounting, and processing of acknowledgment letters on a timely basis or not later than 72 hours (about 3 days); track pledges and other special gifts.
4. Appeal processing and special gift promotions – manage appeal processing and special gift promotions; oversee specialty donor mailings and honorarium gifts.
5. Maintain updated donor receipt letter templates and other types of thank you letters on a quarterly basis or as needed.
6. Mailing lists – prepare and manage all mailing and emailing lists from Donor Perfect, using historical data analysis to make recommendations for the target audience.
7. Develop and produce monthly status reports; design and implement database queries and data exports to analyze giving trends and outcomes for departmental use.
8. Oversee the weekly, monthly, and year-end gift reconciliation with Finance.
9. Database cleanup – perform regularly calendared audits and cleanup projects to maintain database consistency and integrity.
10. Manage in-kind donation process with donors, program teams, and recording.
11. Provide support for other special projects as assigned to maintain positive donor relations.
12. Other duties as assigned.

Special Event Support

1. Update event attendee information in ReadySetAuction.
2. Audit event income in donor database with event tracking documents on a weekly basis.
3. Provide mail-merge support for event print materials such as auction sheets and labels.
4. Maintain accurate event attendee and auction donor records in donor database (contact reports, attendance, etc.).
5. Produce receipts for all in-kind donations, sponsorships, and auction purchases related to the event.
6. Support auction follow-up as needed.

Administrative Support for CDO & DD

1. Support with scheduling meetings, both internal & external.
2. Fund Development & Marketing Committee support with meeting presentation, taking & distribution of minutes, and any follow-up.
3. Submission of payment requisitions and support with expense reconciliation.
4. Other duties as assigned.

QUALIFICATIONS

Bachelor's degree or equivalent experience. 2-3 years administrative or information management experience in a nonprofit or comparable setting preferred. Knowledge of Donor Perfect or comparable donor database; excellent interpersonal, written, and verbal communication skills; working knowledge of Outlook, Word, Excel, and Mail Merge required. Must be detail and process oriented, organized, and able to multi-task in a fast-paced environment working with a dynamic and creative team. Requires reliable transportation, auto insurance, a valid California driver's license and the ability to maintain an acceptable driving record as required by our insurer. Maintain a successful background and criminal clearance required.