



VOLUNTEER JOB DESCRIPTION

TITLE: Donor Management Assistant

STATUS: Volunteer

REPORTS TO: Development & Communications Manager

REVISION DATE: 08/04/2022

PURPOSE: Our Donor Management Assistant supports our Development Department in maintaining donor relations and providing analytics. Our Donor Management efforts are vital to meeting and growing our fundraising goals for the fiscal year and communicating our agency's mission of delivering compassionate innovative mental health services that empower individuals and families to overcome barriers and significant life challenges to achieve more fulfilling, resilient, and self-sufficient lives.

DUTIES AND RESPONSIBILITIES:

1. Assist the Development Manager with maintaining personal contact with agency donors via phone calls, emails, and physical mailings.
2. Create and maintain a communications calendar that prioritizes perennial donors and donors with increased giving capacity.
3. Review data provided by the Development Manager to provide donor analytics
4. Assist the Development Manager in creating donor analytics presentations every quarter.
5. Maintain confidentiality regarding donor information and donor giving.
6. Review and update donor profiles for correct information.

VOLUNTEER JOB REQUIREMENTS:

1. Computer literacy is a must.
2. Working knowledge of nonprofit donor management, or willingness to learn.
3. Working knowledge of Raiser's Edge Donor Management Software, or willingness to learn.
4. Experience with data entry.
5. Friendly, professional, and confident personality, as this position requires communication with donors with the capacity to donate to our agency.
6. Experience with Office Suites (Word, Excel, Office) and PowerPoint.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Great organizational and time-management skills.
2. Self-driven and motivated; takes initiative to plan next steps.
3. Sales background or experience with promoting preferred, but not required.
4. Good collaboration and communication skills
5. Excellent customer service skills.
6. Performs with high level of accuracy

WORKING CONDITIONS AND PHYSICAL EFFORT:

1. Work is normally performed in a typical interior/office work environment.
2. Physical effort required includes typing, standing, sitting, bending, stooping, talking and hearing.
3. Work environment involves minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals.