



3741 Commerce Drive, Suite 309 • Baltimore, MD 21227 • 410-366-1250 • Fax 410-366-1310 • www.habitatchesapeake.org

Development Associate POSITION DESCRIPTION

TITLE: Development Associate

REPORTS TO: Donor Relations Manager

POSITION SUMMARY:

This position supports the organization's overall donor development plan as an investment in maintenance and broadening of its donor database, commitment to long-term major donor cultivation and overall recognition of donors. The Development Associate will support and coach the organization's team of solicitors as well as colleagues across the organization, processing gifts, analyzing the data to maximize revenue potential, keeping the database up to date following standards for data integrity, researching individual, foundation and corporate donor prospects, developing donor briefs, and supporting customer service and donor recognition.

RESPONSIBILITIES:

1. Enter, track and acknowledge all gifts regardless of mechanism – cash, ReStore, online donations, process Carpenters Club recurring gifts, gifts of stock, and real property, etc., uploading related correspondence to records, preparing batches for finance, reconciling between departments, and any other related steps. Process downloads on assigned schedule. Ensure rigorous attention and adherence during all these steps to database standards and data integrity.
2. Support excellence in external and internal customer service, following up on contacts/inquiries as they arise to complete resolution of any issue; contacting donors to resolve any problems or concerns with gifts.
3. Ensure all actions related to contributions and inquiries are entered for solicitors same day as gift or other inquiry/correspondence is received in order that thank you calls and other follow up will occur in a timely manner.
4. Maintain acknowledgement program, ensuring that formal acknowledgement is mailed within one week of receipt of gift and being conscious of need for special and individually tailored acknowledgements, engaging in follow up with staff when necessary.
5. Document activities and utilize the Raiser's Edge database to further effective fundraising.
6. Produce weekly, monthly and quarterly fundraising reports and other database reports as needed and in support of relationship strategy and management.
7. Provide administrative support to department as needed, including but not limited to coordination of production and mailing/emailing of appeals.
8. Research individual, foundation and corporate donor prospects as directed and develop donor briefs as tools for use by solicitors in comprehensive donor cultivation.
9. Support special events specifically planned for major gift fundraising, including but not limited to developing invitation lists, maintaining guest lists, and implementing follow up activities.
10. Importing of volunteer information from Volgistics software to Raisers Edge on a regular basis. Maintain and update HFHC Raisers Edge Policy & Procedures Manual
11. Provide necessary training or coordinate with outside consultants
12. Other duties as may be assigned.

QUALIFICATIONS:

1. College background preferred or relevant professional experience.
2. Strong researching and prospecting skills.
3. Must be proficient on computers and especially in working on donor databases, with strong technical skills. Knowledge of Raiser's Edge is preferable.
4. Excellent verbal and written skills; ability to write donor correspondence.
5. Must have strong analytical, interpersonal and communication skills.
6. Superior and consistent attention to details and well-organized.
7. Ability to multi-task and meet deadlines.
8. Proficiency in related technologies.
9. Ability to lift a minimum of 25 lbs.
10. Sit in front of and work on a computer for extended periods of time.
11. Ability to work additional hours during times of high volume, high levels of activity including but not limited to events, or in times of community crisis.

STANDARDS

1. Data entry is accurate and work is checked; database integrity standards are followed and reinforced with others.
2. Ensures data processing from entry to thank you notes and related actions are completed and any related correspondence is completed and emailed/mailed within one to three business days of receipt of gifts.
3. Volunteers are seen and supported as partners in the work of Habitat.
4. Creative new approaches are sought; there is a commitment to continuous improvement.
5. Work is prioritized and completed in a timely manner; deadlines are met. If there are challenges with completing projects on time, supervisor is notified in enough advance of deadline that solutions may be created.
6. Internal and external relationships are cultivated and supported.
7. There is an understanding of and commitment to the importance of stewardship in its broadest forms, following generally accepted standards in the field, including those for confidentiality, ethics, accounting and donor acknowledgement standards.
8. Work effectively with a diverse group of people, backgrounds, socio-economic and education levels, and religions.
9. There is an understanding of and appreciation for the mission, programs and activities of Habitat for Humanity.

TO APPLY:

Send resume, cover letter and three references' contact information to
REAdmin@habitatthesapeake.org