



Position Title: Donor Relations and Data Specialist

Classification: Fulltime, Non-Exempt

Date: August 2019

Submit cover letter and resume to info@fixourferals.org

Thousands of East Bay residents and multiple Bay Area animal welfare organizations rely on Fix Our Ferals (FoF) for essential low-cost, lifesaving spay/neuter surgeries (S/N) for cats and dogs -- no other clinics in the East Bay provide these services to so many.

FoF is providing a vital service to many lower, socio-economic individuals who are unable to pay for S/N for their companion animals. In fact, we're able to help folks who thought that euthanasia or relinquishment to their local shelter was the only option to getting their pets the surgery or other help they needed that they could not afford. In addition, FoF is able to provide immediate S/N services for local animal welfare organizations to minimize treatment delays, minimize costs and optimize positive outcomes.

Position Description:

The Donor Relations and Data Specialist (DRDS) plays a critical role, primarily behind-the-scenes, to both help maintain and grow support for FoF within the community. This position is primarily responsible for timely, efficient, and accurate processing of donations; creating and maintaining accurate donor records; issuing donor acknowledgement letters and tax receipts, ensuring donors receive timely and thoughtful thank yous from staff and/or board members, and providing customer service for donor-related issues and needs. The DRDS will be depended upon to improve and enhance processes, and donor stewardship and communications.

We are looking for a team-player who can work comfortably and effectively in an active, ever changing environment, and who has a strong history of taking initiative to improve business practices.

This position requires a strong problem solver who is detail oriented, and has good organizational skills, plus strong verbal and written communication skills.

Data Management & Gift Processing

- **Maintain the accuracy and integrity of the donor database**
 - Update and maintain accurate and detailed gift information and constituent record data, update data files to include new record creation, demographic changes, relationship to organization or motivation for gift, and solicitation preference updates to existing constituent accounts.
 - Assist with the preparation of reports and donor profiles.
- **Gift Entry & Bank Deposits**
 - Responsible for gift entry/imports and bank deposit of donations. (Be aware that the busiest times of year for this position are from mid-November through mid-January for our end-of-year campaign.)
- **Work with Accountant**
 - Prepare deposit reports for finance reconciliation.

- Provide information requested from the accountant to support accurate completion of their work.

Communication & Collaboration

- Cultivate donor relationships through thoughtful, thorough, and prompt communications, and work with the Management or the Board to address the special needs or questions of donors.
 - Participates in the strategic development planning process and follow-through efforts to achieve short-and long-term business objectives.
 - Manage the donations email account and phone line to assist with donor inquiries.
 - Produce donor acknowledgement letters on a weekly basis and create lists of donors who require special attention, such as personalized notes of thanks by individual staff or board members, and maintain a tracking/status system of all letters.
- Ensure all animals, visitors, donors, and volunteers receive the highest level of service and compassion.
- Use discretion with and respect the confidentiality of sensitive information regarding donors, clients, employees, volunteers, and client animals.
- Manage relationships with relevant outside businesses, e.g. cloud-based SaaS providers.

Administrative & Marketing Work

- Manage mail and email lists of donors for direct mail and digital appeals. Work with the Manager of Community Programs and external Mail House to ensure mailings are timely and complete.
- Take lead role to ensure on-brand social media posts and appropriate/timely responses as warranted. Take photos and collect media releases to support this effort.
- Liaison with board fundraising committee to carry out key branding and fundraising activities such as end of year appeal, periodic campaigns, etc.
- Maintain an adequate supply of printed department materials (including brochures, envelopes, and FoF collateral), and anticipate/prepare for increased demand during peak times.
- Prepare work spaces and materials for volunteers who assist with Development activities. Assist and supervise volunteers to ensure project execution, completion, and quality.
- Participate in establishing, documenting, and updating written departmental policies and procedures describing gift processes, systems, policies, and guidelines.
- Fill in for Manager of Community Programs in her absence.
- Other administrative tasks as assigned.

Reports to: Manager of Community Programs

Works with: Manager of Community Programs; management, members of Board of Directors; volunteers in administrative roles; FoF clients and donors

Position Requirements

Education & Experience

- Two years of experience and high proficiency in Microsoft Office (Word and Excel) and with data entry required.
- Mail merge experience preferred.

- Ideal candidate will have 1-2 years of experience working in a non-profit environment.
- Donor stewardship or customer relations experience a plus.
- Experience with DonorPerfect a plus.

Knowledge, Abilities, & Skills

- High degree of accuracy and professionalism with strict attention to detail.
- An intrepid, problem-solving mindset with regard to technology. Willingness to work with unfamiliar software and hardware as needed.
- Friendly, outgoing, people-oriented attitude with excellent phone, computer, and customer service skills.
- Excellent written, verbal, and listening skills the ability to interact exceptionally well with a diverse community.
- Organized and able to manage time well and set priorities to complete tasks and meet deadlines.
- Comfortable and accomplished at taking initiative and exercising discretion and judgement to make sound business decisions.
- Ability to work in a busy and bustling work environment, embrace and foster change, problem solve, multi-task, and regularly demonstrate flexibility.
- Willing and able to be a leader with assisting volunteers, with the ability to clearly explain project steps and goals, and oversee the completion and quality of volunteer work.
- Stress management skills with the ability to handle an array of situations calmly and professionally.
- Comfortable and willing to accommodate animals in work and office spaces.
- Discretion in handling confidential information, including donor giving history, financial details and background information. A non-disclosure agreement will be required and enforced.
- Proficiency in speaking and understanding conversational Spanish preferred but not required.
- The ideal candidate will be flexible, and remain open to evolving responsibilities and expectations as our systems and team grow.

Physical Requirements & Work Environment

- Most work will be conducted in the Hospital/Office located at 12226 San Pablo Avenue, Richmond, CA. (Located one-mile north of El Cerrito del Norte BART station and is convenient to several AC Transit bus lines. Street parking is available in the surrounding neighborhood.
- Regularly sit at computer station and operates electronic equipment.
- Work is performed at FoF clinic, which includes areas where cats and dogs are cared for, office spaces, and stairs.
- This position does not routinely include direct contact with animals.
- Exposure to disinfectant solutions.
- Exposure to regular interruptions.

Schedule:

Most work will be performed on Sundays, Monday, Thursdays, and Fridays. Some additional evening and weekend work may be required when special events are planned. This schedule is subject to change.

Salary and Benefits:

- The starting salary for this position is commensurate with experience and qualifications.
- This is a regular, full-time, non-exempt position and the benefits package includes medical insurance, and vacation, holiday, and sick pay.