

POSITION DESCRIPTION



POSITION TITLE: Development Assistant

UPDATED: May 2017

SUPERVISOR'S TITLE: Director of Development

FLSA Status: Nonexempt

PURPOSE

The Development Assistant is responsible for daily department organization, database management, event support, donor relations, and other functions as directed by the Director of Development. This position also contributes to positive guest experiences and performs other duties as required.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

- ▶ Manages the donor database by inputting donor information, updating gift history, running reports, adding contact updates, and informing staff on contact management responsibilities.
- ▶ Accurately processes gifts (cash, check, credit card, transfers) and produces thank you letters and tax receipts.
- ▶ Serves as the front desk for the development department, answering questions from donors and potential donors.
- ▶ Assists with departmental accounting, including tracking expenses associated with special events, stewardship, fulfillment, and other department activities.
- ▶ Helps organize the Director of Development's calendar, mail, and other details.
- ▶ Creates and maintains the department's calendar of special and fulfillment events, working with other zoo departments as needed.
- ▶ Assists with donor cultivation and scheduling/fulfilling stewardship activities.
- ▶ Tracks and assists with sponsorship fulfillment.
- ▶ Assists in the planning and implementation of fundraising and stewardship events by tracking attendance, making phone calls, helping with logistics, and other event needs as assigned.
- ▶ Processes and tracks memorial/honorary donations.
- ▶ Tracks and assists with the processing of donor recognition.
- ▶ Assists with the annual campaign.
- ▶ Implements and helps plan the Adopt-an-Animal program.
- ▶ Assists with grant applications by organizing information, drafting proposals, tracking due dates, reporting deadlines, and updating application status.
- ▶ Attends and produces minutes for special event committee and department meetings.
- ▶ Supports special event committees and committee members as needed.
- ▶ Assists with internal and external communication efforts, including preparation of holiday cards, newsletters, emails, and website updates.
- ▶ Cross trains on other office functions as needed.
- ▶ Accepts other projects and duties as assigned by the Director of Development
- ▶ Assists with special projects and helps other zoo employees as needed.
- ▶ Actively contributes to positive guest experiences.

EDUCATION AND/OR EXPERIENCE

To perform this job successfully, an individual must have the following education and/or experience.

- ▶ High school diploma or GED is required.
- ▶ Two years of experience in an office environment is required.
- ▶ A valid driver's license is preferred.
- ▶ Must have transportation to attend meetings or perform other off-site work-related duties.
- ▶ Completion of college coursework is preferred.

- » Experience with Donor Perfect, Constant Contact, and graphic design software is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Ability to learn IRS rules and regulations regarding philanthropic gifts.
- » Knowledge of best practices regarding database management.
- » Ability to professionally and effectively communicate with others through written correspondence.
- » Ability to troubleshoot, analyze situations, and make sound business decisions.
- » Ability to make independent decisions and manage time effectively.
- » Knowledge of Microsoft Office software.
- » Strong organizational skills.
- » Knowledge of general office procedures and practices.
- » Knowledge of correct grammatical usage, punctuation, etc.
- » Ability to work a flexible schedule as needed.
- » Ability to handle confidential information.
- » Ability to understand and follow all safety regulations.
- » Ability to handle multiple tasks simultaneously.
- » Ability to arrive to work on time and maintain a positive attendance record.
- » Ability to serve in every respect and at all times as a goodwill ambassador for the Fort Wayne Zoological Society and the Fort Wayne Children's Zoo in contacts with zoo visitors and the general public.
- » Ability to deal tactfully and politely with guest questions and misbehavior.
- » Excellent communication skills to establish and maintain effective working relationships with staff, volunteers, partners, and/or the public.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- » Ability to work an extended workday while performing physically demanding duties for special event preparation and execution.
- » Ability to operate office equipment, including computers, copiers, fax machines, and phones.
- » Ability to professionally and appropriately interact and communicate with others, both in person and through phone, email, and written correspondence.
- » Ability to regularly travel to assigned areas several times per day and efficiently enter all assigned areas.
- » Ability to read reports, receipts, and other statements; and ability to properly handle currency.
- » Ability to properly lift and carry items up to 25 pounds.
- » Ability to stand and sit for periods of time and to move intermittently throughout the workday.
- » Good speaking and listening skills.
- » Ability to perform focused work with close attention to detail.
- » Ability to work both indoors and outdoors, with exposure to extreme temperatures and inclement weather conditions; the environment may include wet, icy, or muddy conditions.
- » This position may include exposure to hazardous materials, fumes/odors, dirt, and dust.
- » This position may include exposure to potentially dangerous animals.