

# GRAND RAPIDS COMMUNITY FOUNDATION

## POSITION DESCRIPTION

**Position Title:** Development Assistant    **Classification:** Non-Exempt, Full-Time

**Department:** Development                      **Starting Salary Range:** \$39,000-\$43,000

**Reports to:** Major & Planned Gifts Director    **Updated:** April 2022

**Assists:** Vice President, Major & Planned Gifts Director, Development Officer, and other Development Department team members as needed.

### **ORGANIZATIONAL OVERVIEW:**

Grand Rapids Community Foundation leads Kent County in making positive, sustainable change. With its endowment, the Community Foundation supports local nonprofits, leads significant social change and helps donors achieve their philanthropic goals. Guided by our North Star, we believe that for West Michigan to grow and prosper, we must ensure that everyone can apply their talents and creativity to fuel our future. By connecting across perspectives and overcoming inequities, we can build and sustain an inclusive economy and thriving community.

### **POSITION OVERVIEW:**

The Development Assistant will lead the gift entry and gift acknowledgement processes. Assists development team in carrying out fundraising and stewardship efforts through answering donor partner questions, making thank you calls, sending correspondence, and providing support at events. Be a thought partner for continuous improvement and efficient operations for the development department.

They will possess strong administrative, customer service and record keeping skills along with an interest in database utilization. They will have a demonstrated ability to be flexible and adaptive while exercising strong judgement and exceptional attention to detail, all while multitasking to meet deadlines.

The Development Assistant will have an extraordinary understanding and commitment to the Community Foundation's North Star along with experience working effectively with persons from a variety of cultural, social and ethnic backgrounds. They will have a demonstrated ability to work in a collaborative setting, effectively communicate around sensitive issues, a highly developed cultural awareness and the ability to be an active listener.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

[https://grfoundation2-my.sharepoint.com/personal/hgillfox\\_grfoundation\\_org/Documents/Desktop/D-AdmAsst-2022-Round2Final.doc](https://grfoundation2-my.sharepoint.com/personal/hgillfox_grfoundation_org/Documents/Desktop/D-AdmAsst-2022-Round2Final.doc)

1. Gift Processing **(45%)**
  - a) Responsible for daily gift processing, including entry of cash gifts, appreciated securities, individual retirement accounts, bequests, and non-cash assets.
  - b) Ensure timely production of acknowledgement letters, receipts, and pledge reminders. Ensure backup paperwork is scanned to constituent's electronic record.
  - c) In collaboration with the strategic communications team, update acknowledgement letters as needed to ensure compliance with IRS requirements and organizational standards and messaging.
  - d) Process memorial gifts, which may require outreach to funeral home and family members regarding thank you letters.
  - e) Serve as a main contact for third party and matching gift providers. Maintain the Community Foundation profiles on their online portal, gather back-up reports for reconciliation and entry of monthly gifts.
  
2. Department Support and Operations **(30%)**
  - a) Provide general support to the Development Department. This may include coordinating and monitoring schedules, setup and facilitation of in-person and virtual meetings, sending department correspondences, scanning documents, creating mail-merges, ordering donor gifts and remembrances, and other duties as assigned.
  - b) Research and respond to Development Department related inquiries from internal and external constituents.
  - c) Organize and coordinate calendar appointments, agendas and minutes for team meetings. Facilitate completion of meeting action items and the organization of accessible meeting material.
  - d) Assist with setup and facilitation of in-person and virtual meetings with professional advisor firms, external committees, and community partners.
  - e) Responsible for department filing, acts as point person on filing related questions and maintains existing filing protocols, such as record retention policies. This pertains to physical, as well as electronic files. Serves as department contact for the Foundation's annual audit.
  - f) Ensure written procedures related to position are kept up to date.
  - g) Assist with in-house mailings and provide support as needed for year-end appeals.
  
3. Database Support **(20%)**
  - a) Maintain donor records and files (digital and hard copy).
  - b) Update biographical information in the database from a variety of sources including forms, mailings, emails, staff, etc.
  - c) Run queries and reports as needed for development staff, board, and committees.

- d) In collaboration with the Research and Data Services Specialist, assist in maintaining data integrity and supporting effective development operations, including but not limited to data validation and oversight.

4. Development events or other projects as assigned. (5%)

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. High School diploma or GED. Associate degree preferred.
2. Minimum of three years' experience in an administrative function with the ability to work independently, prioritize, schedule, and produce work in a timely manner.
3. Experience and knowledge of the nonprofit sector and foundations is preferred.
4. Proactive problem solver with a commitment to excellence, continuous learning and improvement.
5. Strong customer service skills with the ability to establish and maintain respectful and inclusive relationships with a diverse network of donor, nonprofit and community partners in a culturally competent manner.
6. Attention to detail with a high degree of accuracy and confidentiality.
7. Moderate to advanced knowledge of the Microsoft Office Suite, including creation of mail-merged documents Excel formula functionality and basic pivot tables.
8. Moderate to advanced experience with technology, databases and data entry. Experience with Raisers Edge database preferred.
9. Ability and passion to contribute to a work environment in which collaboration, respect and honesty are valued. Excellent interpersonal skills required.
10. Ability to exercise sound judgment in a variety of situations through critical thinking and analytical skills.
11. A strong sense of integrity and work ethic seasoned with humor and perspective.

**ORGANIZATIONAL COMPETENCIES:**

All employees are required to uphold the values of Grand Rapids Community Foundation which are: Integrity, Excellence, Inclusion, Sustainability, and Bold Aspirations. All employees are required to comply with the policies, procedures, and

safety programs of the Community Foundation as well as follow all state and federal laws and regulations, including but not limited to those related to donor rights, confidentiality, and the Health Insurance Portability and Accountability Act (HIPAA).

**PHYSICAL REQUIREMENTS**

	<u>Percent of Work Time</u>
1. Sitting	Greater than 60%
2. Standing	Less than 25%
3. Walking	Less than 25%
4. Lifting or carrying up to 30 lbs.	Less than 10%
5. Pushing or pulling up to 30 lbs.	Less than 10%
6. Climbing	Less than 10%
7. Kneeling, stooping or bending	Less than 25%
8. Repetitive movement	Less than 25%
9. Keyboarding	Greater than 60%