



POSITION DESCRIPTION

Position Title	Department	Reports to
Development Assistant	Development	Major & Planned Gifts Director
Employment Classification		Work Environment
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	<input type="checkbox"/> In Person <input checked="" type="checkbox"/> Hybrid
Supports	Salary Range	Revised Date
Development Team	\$46,000-\$50,000	March 2025

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 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 SUMMARY

The Development Assistant provides support to the Development team and leads the gift entry and gift acknowledgment processes. They will assist in carrying out fundraising and stewardship efforts by answering donor partner questions, making thank-you calls, sending correspondence, and providing support at events. They will also be a thought partner for the continuous improvement and efficient operations for the development department.

The Development Assistant will possess strong administrative and communication skills, an interest in database utilization and accurate record-keeping. They will have a demonstrated ability to be flexible and adaptive while exercising strong judgment and exceptional attention to detail while multitasking in meeting deadlines.

The Development Assistant will have an understanding of and commitment to the Community Foundation's North Star and mission. They will have experience working effectively with persons from various 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

Gift Processing

- Responsible for daily gift processing, including entry of cash gifts, appreciated securities, individual retirement accounts, bequests, and non-cash assets.
- Ensure timely production of acknowledgment letters, receipts, pledge reminders and scanning backup paperwork to the constituent's electronic record.

- In collaboration with the strategic communications team, update acknowledgment letters as needed to ensure compliance with IRS requirements and organizational standards and messaging.
- Process memorial gifts, which may require outreach to funeral homes and family members regarding thank you letters.
- Serve as a main contact for third-party and matching gift providers. Maintain the Community Foundation profiles on their online portal, gather backup reports for reconciliation and entry of monthly gifts.

Department Support and Operations

- Provide general support to the Development Department. This may include coordinating and monitoring schedules, setting up and facilitating of in-person and virtual meetings, sending department correspondence, scanning documents, creating mail merges, ordering donor gifts and remembrances, and other duties as assigned.
- Research and respond to Development Department-related inquiries from internal and external constituents.
- Organize and coordinate calendar appointments, agendas and minutes for team meetings. Facilitate the completion of meeting action items and the organization of accessible meeting material.
- Assist with setup and facilitation of in-person and virtual meetings with professional advisor firms, external committees, and community partners.
- Responsible for department filing, acts as a 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.
- Ensure written procedures related to the position are kept up to date.
- Assist with in-house mailings and provide support as needed for year-end appeals.
- Assist at Development and Philanthropic Services events.

Database Support

- Maintain donor records and files (digital and hard copy).
- Update biographical information in the database from a variety of sources, including forms, mailings, emails, staff, etc.
- Run queries and reports as needed for development staff, board, and committees.
- In collaboration with the Database Manager, assist in maintaining data integrity and supporting effective development operations, including but not limited to data validation and oversight.

Special projects as assigned.

QUALIFICATIONS

- Proactive problem solver with a commitment to excellence, continuous learning and improvement.
- Strong customer service skills with the ability to establish and maintain authentic, trusting and inclusive relationships with a diverse network of individual, non-profit, vendor and community partners in a culturally competent manner.
- Organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly while maintaining attention to detail.
- Effective listening, verbal and written communication skills.

- A strong sense of integrity, work ethic and ability to manage confidential information with discretion.
- Moderate to advanced knowledge of the Microsoft Office Suite, including the creation of mail-merged documents Excel formula functionality and basic pivot tables.
- Moderate to advanced experience with technology, databases and data entry. Experience with akoyaGO database preferred.
- Ability and passion to contribute to a work environment in which collaboration, respect and honesty are valued. Excellent interpersonal skills are required.
- Highly motivated, self-starter with the ability to exercise sound judgment in a variety of situations through critical thinking and analytical skills.

EDUCATION and EXPERIENCE

- High School diploma or GED. Associate degree in a related field preferred.
- Minimum of two years' experience in an administrative function with the ability to work independently, prioritize, schedule, and produce work in a timely manner.
- Experience and knowledge of the nonprofit sector, foundations, fundraising, donor services and/or general development preferred.

ORGANIZATIONAL COMPETENCIES

Team members are required to uphold the values and vital behaviors of the Community Foundation.

- **Values:** Integrity, Excellence, Inclusion, Sustainability and Bold Aspirations
- **Vital Behaviors:** Give & Receive Openly, Build Trust with Each Other, Create Brave & Safe Space, Embrace Vulnerability and Accountability

Team members 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).

WORKING CONDITIONS

- Accomplish essential duties and responsibilities collaborating with team members in a hybrid office environment.
- Communicate and exchange information accurately and timely through in-person and virtual interaction.
- Remain in a stationary position at least 60% of the time.
- Occasionally move about inside the office for meetings and to access files, printers, etc.
- Routinely operates a computer and other office equipment.
- Occasionally position self to access and maintain files in cabinets.
- Occasionally move or lift items weighing up to twenty pounds.

OUR COMMITMENT

Grand Rapids Community Foundation is an equal-opportunity employer committed to hiring and retaining a diverse workforce. We support and comply with applicable state and federal laws prohibiting discrimination in the workplace.

Grand Rapids Community Foundation strives to actively demonstrate our commitment to diversity, equity, and inclusion and the pursuit of racial, social and economic justice in all aspects of our organizational culture and operations, internally and externally. It is the expectation that our team members, committees and the Board of Trustees share this commitment and continuously work to deepen their understanding in these areas.