

JOB/POSITION TITLE: Development Assistant

Status: Non-exempt

Primary Purpose: Performs administrative and clerical functions in the Development Department as well as assists members of the Development Team with assigned tasks.

Reports to: Director of Development

Essential Duties & Functions:

- Serves as the first line of contact for the Hawaiian Humane Society's donor inquiries via phone, email, etc. Provides the highest level of customer service to current and potential donors, volunteers, internal staff and external partners.
- Assists in the processing of donor communications (including but not limited to solicitations, specific gift acknowledgements, tributes, fulfillment of requests for additional information, and miscellaneous service responses) as needed.
- Assists in coordinating the Hawaiian Humane Society's Memorial Plaques, Stepping Stones, Dog Runs, Benches, and other naming opportunities following established policies and procedures related to these donor stewardship activities.
- Ensures the timely and accurate entry of daily revenue, including cash, checks, and ACH donations, into the Raiser's Edge database. Maintains high standards of data hygiene by verifying donor records and gift coding to ensure precise financial reporting. Processes credit card donations.
- Maintains the Development Department's master calendar of events and deadlines; ensures members of the Development Team are on target to meet various deadlines. Arranges appointments and travel plans as needed.
- Oversees the supplies and equipment needs of the department.
- Provides support for the Development Team and performs other duties as assigned.

QUALIFICATION REQUIREMENTS:**Skills & Knowledge:**

- Working knowledge of Microsoft 365 including Word, Excel, PowerPoint and Outlook, Google Docs, and Adobe Suite; Canva and Raiser's Edge experience a plus.
- Requires high-level customer service and attention to detail with strong organizational skills as well as working within deadlines and limited resources.
- Excellent written and oral communication skills.

Education & Training:

- Associate's or Bachelor's degree preferred.

MENTAL, PHYSICAL, & COMMUNICATIONS REQUIREMENTS:**Working Conditions**

- Indoors in an air-conditioned office; outdoors for special events. Office is on second floor; daily climbing up and down stairs.

Work Hours

- Regular work hours are 40 hours per week, typically a Monday-Friday schedule. Support at special events after hours and on weekends as scheduled.

Other

- Must maintain and present personal conduct, personal appearance, and office space as a professional. Includes well-groomed and professional appearance and tidy office areas.
- Must have a flexible disposition and exercise compassion, patience, professionalism, flexibility and tact when dealing with a broad range of volunteers and the public.
- Must be able to apply critical thinking, prioritize, work independently, problem solve and meet deadlines.
- Must have a superior commitment to customer service and building relationships.
- Requires attention to detail when carrying out assignments.
- Requires ability to work independently with limited supervision.
- Occasionally requires moving and lifting boxes up to 30 pounds.
- Valid driver's license, good driving record, access to own automobile and proof of no-fault insurance required.