



Crow Canyon Archaeological Center Job Description

Position Title: Development Associate
Status: Non-Exempt
Employment Category: Full Time
Reports to: Director of Development
Revised & Approved 08/17/17 –kk/df

Position Summary:

The Development Associate is responsible for the overall efficiency and effectiveness of the core operational functions that support contributed revenue-generating and relationship-building goals, activities, and work of the development department. The associate works collaboratively with the director of development and development staff in to ensure that quality standards are met, that tasks are prioritized to meet deadlines and that customer service is a top priority. Working collaboratively with the technology department's systems administrator, finance and enrollment specialist, the position is responsible for the integrity of the information in the Altru database that is critical to the success of every department. The associate is directly responsible for gifts processing, records and prospect management.

Education and/or Experience:

Bachelor's degree preferred. Minimum of two years' experience in data base administration and operational areas of a non-profit organization, preferably an academic, arts or cultural institution required. Intermediate skills in using Microsoft Office Suite, Blackbaud's Altru (or similar software). Strong interpersonal and customer service skills are essential.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the necessary knowledge, skills, and abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Donor Relations

- In coordination with the director of development and executive leadership develop and execute donor relations protocols for all major and principal gifts, pledges, endowed funds and named funds
- Responsible for the timely drafting and coordination of donor correspondence including but not limited to acknowledgment letters, membership renewals, pledge payment reminders and end of year appeal; edit and update on a routine basis
- Manage the listing of names in donor recognition publications, awards, website and internal signage and create a plan for regular and consistent updates
- Accurately and efficiently code, enter, process, and manage gifts and pledges in Altru in accordance with donor intent, adhering to IRS rules; distribute daily gift reports and generate tax receipts on a timely basis
- Reconcile gifts (cash, credit card transactions, securities) with the finance department and produce monthly contribution reports
- Support Board of Trustees communications and maintain Board related records, including but not limited to Board website, meeting packets and reports, bios, contact list and gift history; Support Board of Trustees Regional Rep program
- Oversee maintenance of donor files (paper and electronic) of gifts, receipts, and correspondence; coordinate with volunteers and support staff that assist with office tasks such as data entry, copying, mailing, filing, shredding, etc.

Development Database and Prospect Management

- Serve as an initial point of contact for constituent records creation and updating of biographical and contact information for approximately 20 constituencies that are key development department relationships; Identify, perform and oversee records clean-up tasks
- Support the development team in fundraising analytics. Utilize data mining and predictive modeling to turn data into actionable knowledge and goals that lead to increased contributed revenue
- Ensure all prospects within portfolios have current ratings, accurate stages, appropriate relationship management assignments and recent actions recorded
- In coordination with the director of development use Donor Search prospect research software to identify and evaluate donor prospects. Provide research reports and briefings on a routine basis to executive leadership, Board of Trustees and department heads
- Work collaboratively with the systems administrator and other staff in defining and addressing priorities for attention in Blackbaud software utility and constituent database integrity—accuracy, completeness, reliability, and confidentiality
- Work with the systems administrator to ensure that the configuration and other functions supports the needs of the development department in its use of Altru
- Responsible for drafting protocols and procedures for the development department in its use of Altru and ensuring that they are documented and current

For all aspects of the Position

- Ensure that documentation of protocols, policies, and standard operating procedures are maintained for all pertinent development components
- Ensure that back-up systems are in place with staff to maintain work flow and minimize business disruption due to absences
- Provide a high level of customer service—prompt, professional, friendly, and helpful—to staff, donors and customers

Knowledge, Skills, and Abilities:

- Knowledge of the utilization of information systems to support advancement activities
- Knowledge of nonprofit fund-accounting basics and IRS rules and regulations governing charitable contributions
- Understanding of principles, strategies, and ethical codes of fundraising, prospect research, information management, and customer relationship management
- Critical-thinking and problem-solving skills, technical proficiency
- Strong organizational and time-management skills and a systematic approach to tasks
- Effectiveness in planning, prioritization, goal achievement, delegation and team-building
- Proficiency in Blackbaud Altru software or other relational database system; ability to construct complex queries from constituent data base and produce reports
- High degree of proficiency with Microsoft Office Suite applications; advanced Excel skills and experience in developing, producing, and analyzing complex data sets
- Ability to multi-task, meet tight deadlines, and function well under pressure
- Exemplary interpersonal skills; ability to develop mutually beneficial relationships and work collaboratively with staff across departments

- Must be able to effectively deal with adverse or challenging situations, make difficult decisions, and exercise sound judgment, strong professional ethics, integrity, and discretion
- Ability to learn, interpret, follow, and apply a variety of complex documents and technical instructions; ability to deal with both abstract and concrete variables
- Demonstrate a positive attitude and maintain a good sense of humor in stressful situations
- Flexibility and able to switch gears quickly when priorities change in a fast-paced, performance-based environment
- Must handle confidential information with discretion

Physical Demands:

The employee must be able to:

- Occasionally lift and/or move up to 50 pounds
- Sit or stand for prolonged periods
- Hear at normal speaking levels with or without correction
- Use hands and fingers repetitively
- Sit for prolonged periods
- Work weekends and irregular or extended work hours during the week

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Certificates, Licenses, and/or Registrations:

- Valid driver's license
- Background check upon hire
- Must be insurable by Crow Canyon's automobile liability carrier upon hire and while employed in this position
- Complete transportation-related training
- Current physical exam and health history completed by a licensed medical health care professional

Note: This is a general description of the kinds of duties and responsibilities that are performed by employees who have this title. It shall in no way be construed as an all-inclusive determination of the specific duties and responsibilities of any particular position. It is not intended in any way to limit the right of any supervisor to assign, direct, and control the work of employees under his or her supervision.