



CROW CANYON ARCHAEOLOGICAL CENTER

Position Title: Advancement Associate
Status: Hourly
Employment Category: Full Time
Reports to: Advancement Specialist
Approved: 07/01/24

Position Summary:

The Advancement Associate plays an important role in providing administrative support for the Advancement Specialist and Advancement Team in the development and implementation of fundraising strategies and initiatives that support the Center's mission. This position is responsible for collaborating with team members to conduct gift processing and reporting, create and maintain constituent records in the Customer Relationship Management (CRM) database (Blackbaud's Altru), and support constituent correspondence.

Education and Experience:

Bachelor's degree preferred. Minimum of five years' experience in database administration and operational areas of a nonprofit organization required, preferably an academic, arts or cultural institution. Must have intermediate skills operating Microsoft Office Suite, 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.

Donor Relations/Outreach

- In coordination with the Finance Department, process all gifts received in a timely and accurate fashion
- Responsible for the timely drafting and coordination of donor correspondence including but not limited to acknowledgement letters, major gift cards and letters for Advancement leadership, end of year appeal, year-end summary tax receipts for, but not limited to, recurring donors; edit and update online thank you emails 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, to include gift-in-kind, tracking of anonymous gifts, private and community foundation gifts, and QCD and IRA giving

- Accurately and efficiently code, enter, process, and manage gifts in the CRM database in accordance with donor intent, adhering to IRS rules; distribute daily gift reports and generate tax receipts on a timely basis
- 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, shredding, etc.
- Occasionally assist in special donor outreach and communications
- Assist in query development, utilization, and modification for donor data sets and lists

Board Coordination

- Assist in communication support for the Board of Trustees and maintain Board related records including, but not limited to, Board website, meeting packets and reports, bios, contact list, and gift history

Grants

- Assist in maintaining the grant calendar and informs appropriate staff of grant opportunities and deadlines

Customer Relationship Management (CRM) Database

- 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 Advancement team relationships; Identify, perform, and oversee records clean-up tasks
- Support the Advancement team in fundraising analytics (i.e. segmenting audiences, donor attrition and acquisition). Utilize data mining and CRM database queries that identify donor and giving trends
- Work collaboratively with other CRM database (Altru) users to ensure constituent database integrity— accuracy, completeness, reliability, and confidentiality
- Responsible for updating and creating protocols and procedures for the Advancement team in its use of Altru and ensuring that they are documented and current, as necessary

For all aspects of the position

- Ensure that documentation of protocols, policies, and standard operating procedures are maintained for all pertinent development components
- 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 database 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:

- 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 health statement filled out annually

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 their supervision.